ttec® DIGITAL

COMPACT

A powerful AI-driven assistant designed to streamline various tasks and workflows

By team Grad Assist

Team Grad Assist

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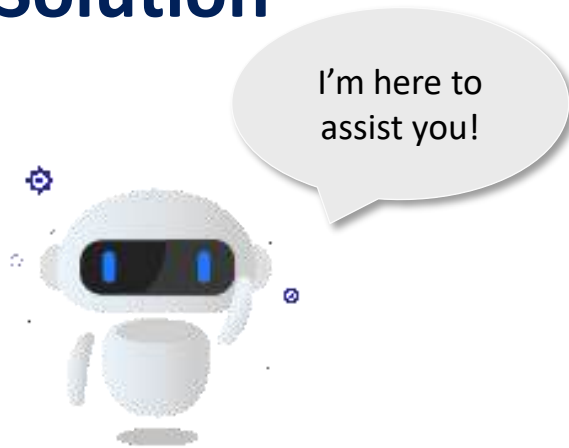**Associate Product Developer**

Documentation and Bot testing
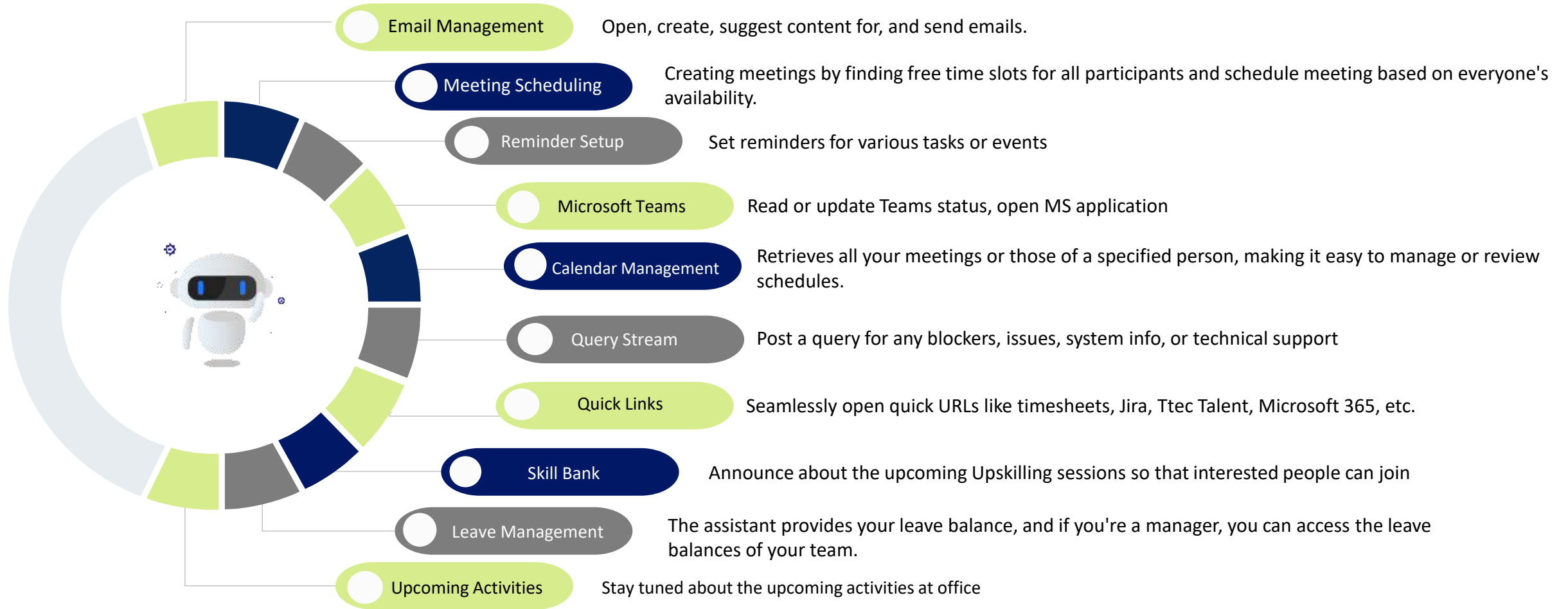
Problem Statement

Currently, in our system, various administrative, personal, and routine tasks are scattered across multiple locations, significantly reducing employee efficiency. Employees are forced to navigate between numerous tabs and perform repetitive, monotonous work, which hampers productivity.
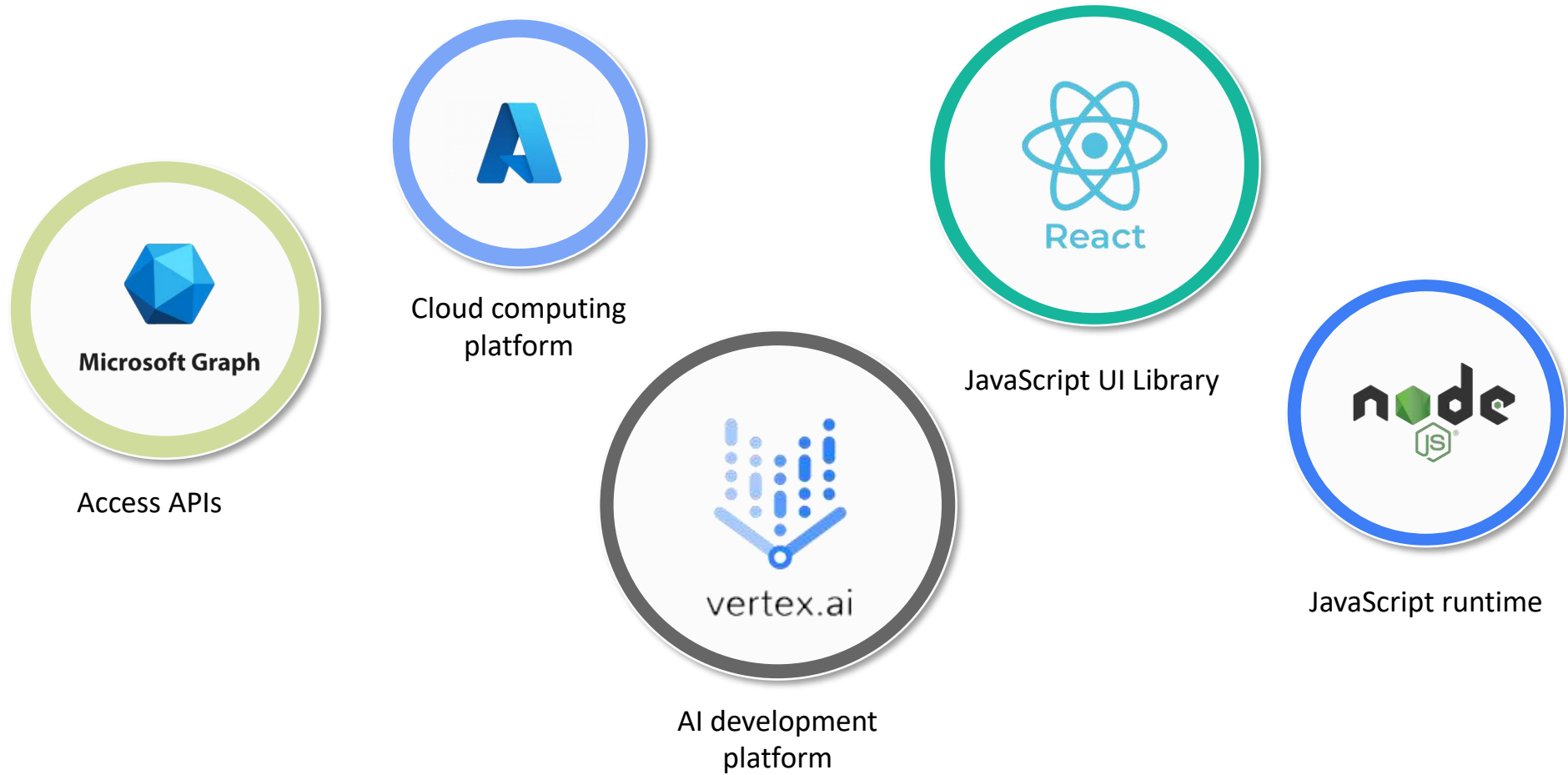
Our Solution

I'm here to assist you!

Centralizing and streamlining these processes would greatly enhance workflow and allow employees to focus on higher-value tasks.

Key Features

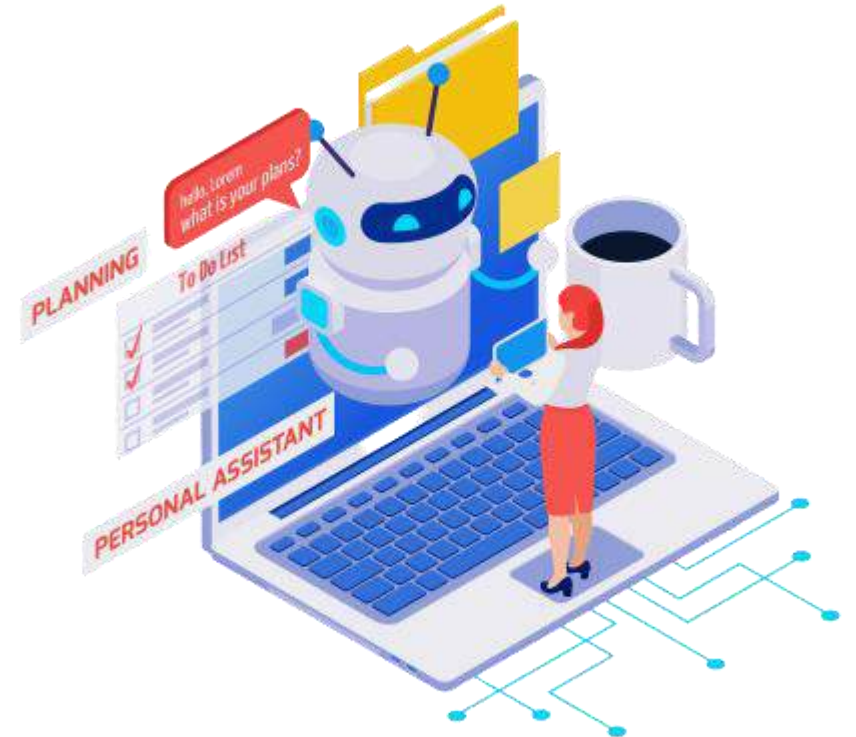**Email Management** — Open, create, suggest content for, and send emails.

Meeting Scheduling — Creating meetings by finding free time slots for all participants and schedule meeting based on everyone's availability.

Reminder Setup — Set reminders for various tasks or events

Microsoft Teams — Read or update Teams status, open MS application

Calendar Management — Retrieves all your meetings or those of a specified person, making it easy to manage or review schedules.

Query Stream — Post a query for any blockers, issues, system info, or technical support

Quick Links — Seamlessly open quick URLs like timesheets, Jira, Ttec Talent, Microsoft 365, etc.

Skill Bank — Announce about the upcoming Upskilling sessions so that interested people can join

Leave Management — The assistant provides your leave balance, and if you're a manager, you can access the leave balances of your team.

Upcoming Activities — Stay tuned about the upcoming activities at office

Technology Stack

Microsoft Graph — Access APIs

Cloud computing platform

vertex.ai — AI development platform

React — JavaScript UI Library
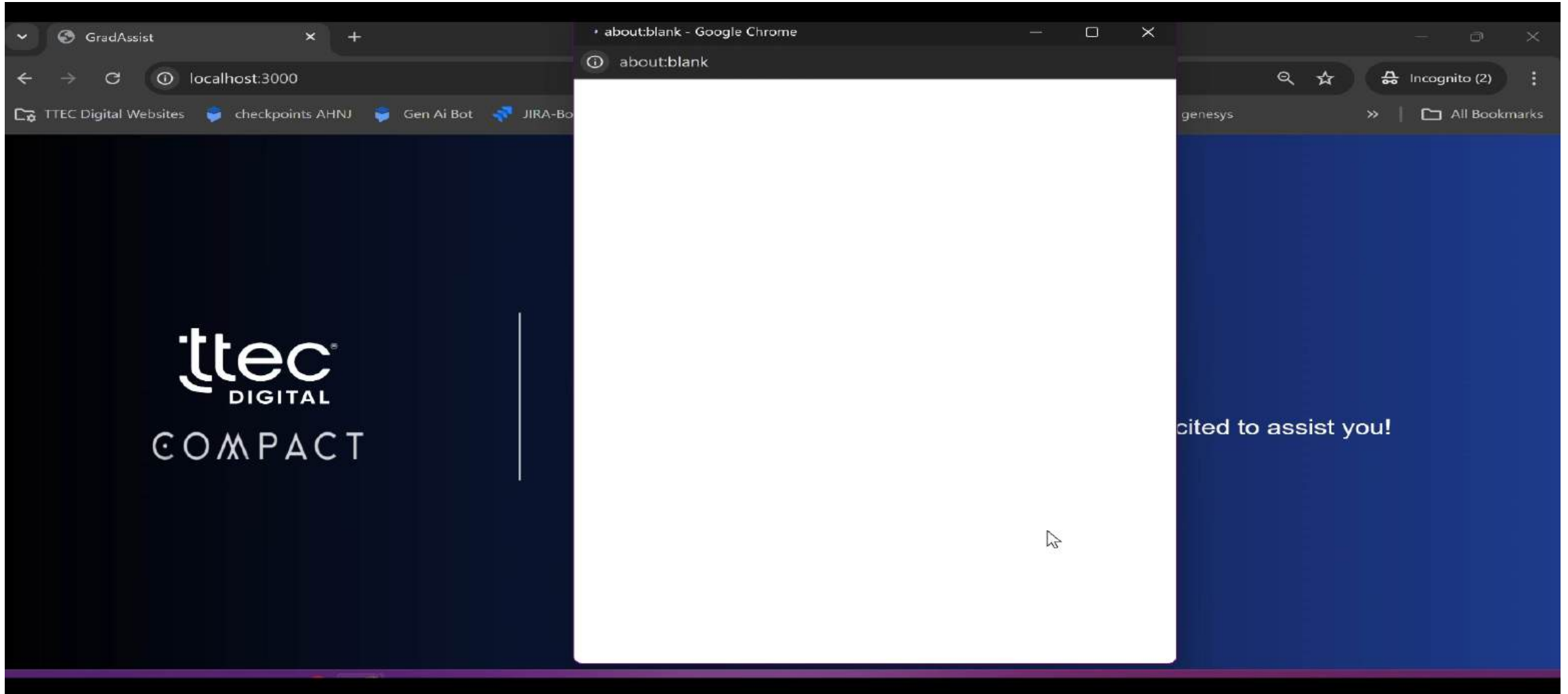
node JS — JavaScript runtime

How is this unique?

- Compact is a web-based application.

- Optimize workflow and frequent tasks to boost productivity.

- Can access user-centric data at one place.

- Access internal data securely.

- Integration with applications like Jira, MS Teams, etc.

- We can integrate Compact with any AI model.

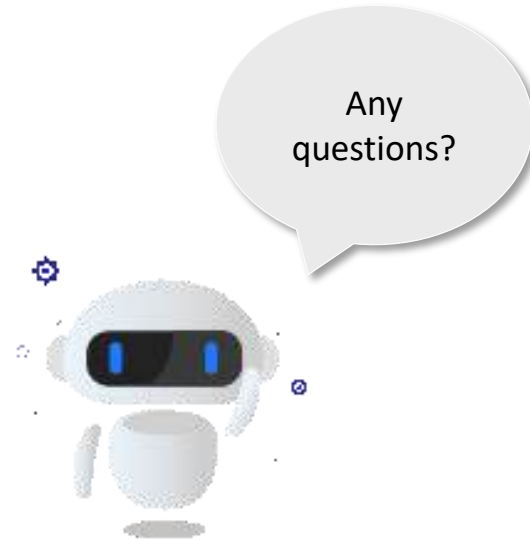- Enables effective employee engagement.

Demo:

Q & A

Thank you!

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