Leading European business management solutions company reduces compliance activity input time by **70%** with chatbot service that efficiently tracks compliance requests

Customer builds an AI-based chatbot solution to efficiently log, track, and monitor compliance requests

ABOUT THE **COMPANY**

- A major Switzerland-based business software development company with more than 800 global clients
- A leading provider of business management solutions based on Office 365 and SharePoint
- Customers include high-profile European and American enterprises from a variety of industries
- Principal product involved a digitized QMS that focuses on quality assurance and risk mitigation
- They wish to lead the AI curve to stay ahead of the competition and carve out their own niche

BUSINESS **REQUIREMENTS**

- Develop a robust mechanism to log, track, and monitor compliance requests
- Identify each compliance based on user query
- Collate data and insights from multiple domains
- Make affordable and achievable the herculean task of GDPR compliance
- Reduce the time taken to initiate and complete compliance activities
- Suggest preemptive actionables to mitigate risk
- Highlight risks associated with compliance issues

ENGAGEMENT **SCOPE**

POC explored ways of providing an intuitive UX by incorporating artificial intelligence (AI) with regulatory solutions for Quality, Risk, and GDPR.

Robust and straightforward mechanism needed for logging and tracking requisitions

Nitor's expert engineers elected to create a chatbot to fulfil this requirement

A chatbot developed to enable users to enter their details in the system quickly and easily. The bot related the service request with possible outcomes, actions, root causes, and also produced actionable insights

THE **NITOR** APPROACH

Technology

Python Flask

Google News Model

Word2Vec

1

Preparation

Used a substantial volume of updated product data to identify parameters and values upon which to generate insights

2

Machine learning models

Created multiple models as possible foundations for the chatbot. Selected the optimal ML model based on the client's product requirements. Used the unsupervised learning approach to exhaustively train the model

3

Implementation

Displayed a chatbot's sample dialogue flow using IEM (Microsoft Teams). Any update (including new incidents, causes, and actions) through the chatbot was immediately reflected in the product

4

Insights

Provided insights as a web service that could integrate with existing products and performed pilot analysis for actionable insights. Provided insights regarding similar root causes for non-conformances and displayed the actions taken.

VALUE **DELIVERED**

Productivity

Reduced the time taken to log, track and complete activities, which resulted in increased productivity. Actionable insights helped stakeholders make sound business decisions

Pre-emptive Actionables

Suggested preemptive data-driven actionables using text mining and NLP

Data Modelling

Provided robust data modelling by ingesting vast amounts data from disparate sources, viewing data from a holistic viewpoint, predicting outcomes, & enhancing decision making power with insightful analytics

UX

Constructed a seamless user experience for popular channels, including web app, mobile, & Microsoft teams chat interface

Compliance Actionables

Constructed a fuzzy search system using Word2Vec for query-based identification of each compliance

Domain-agnostic

Built generalizable algorithms and processes that could be used with multiple domains