Intelligent Contact Centre Analytic leveraging Azure AI and OpenAI

Microsoft Azure

Unstructured

Call Centre audio data

Semi-structured

Email, Web Chat

Relational databases (structured)

Ingest

Pipelines
Scheduled / event-triggered data ingestion

Store

Azure DataLake Raw Data

Transform

Azure DataLake Transformed Data
Audio trasnscription etc

Databricks

Knowledge mining applications

Enrich - AI

Azure Lang AI (Text Analytics)

Custom machine learning models training

OpenAI

CosmosDB

Azure Cognitive Search

Custom ML Model serving

Serve

Container Registry

Azure Kubernetes

API Management

Azure Functions

Consume

Web App Frontend

Applications

Applications

Azure Active Directory

Microsoft Cost Management

Azure Key Vault

Azure Monitor

Microsoft Defender for Cloud

Azure DevOps

Azure Policy

Intelligent Document Processing

Microsoft Azure

SFTP Server

Image, scan documents

Email Servers

Email and attachments

Relational databases (structured)

Ingest Orchestrate

Pipelines Scheduled / event-triggered data ingestion

Store

Azure DataLake Raw Data

Process

Azure DataLake Extract data from Documents

Azure Functions

Enrich - AI

AI Document Intelligence

Custom machine learning models training

Azure Lang AI

CosmosDB

Custom ML Model serving

Serve

Container Registry

Azure Kubernetes

API Management

Azure Functions

Consume

Web App Frontend

Applications

Applications

Batch document processing Use Cases

Real-time Use Cases

Azure Active Directory

Microsoft Cost Management

Azure Key Vault

Azure Monitor

Microsoft Defender for Cloud

Azure DevOps

Azure Policy