



## Overview

With the advent of AI and ML, chatbots were born. The chatbot understands the user query and bypass all the strenuous tasks and provide the required result in a user-readable format. CISCO employees have to access company internal information through various web-based tools like CDETS, SMU, etc. The process to access information from such tools requires bookmarking the weblinks.

Our platform **Ganesha**, supports **multiple domains** thus making this process **productive**, **time-efficient** and **user friendly** all at the same time. It allows employees to access these tools from anywhere w/o VPN.

In essence, this platform automates day to day tasks of various users from a **Single UI** that is:

- ~ **Simple**
- ~ **Humankind**
- ~ **Fast**
- ~ **Extensible**
- ~ **Always up and running**

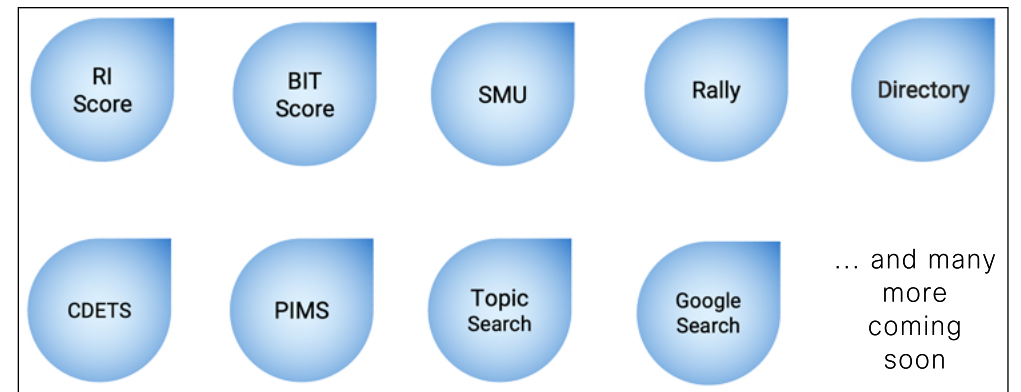
## Why Chatbot ?

- ~ **Productivity** and **time-efficiency** are prime factors that this platform offers. Employees lose their productivity and spend more using existing web interface systems for each query to be executed on it.
- ~ Employees are required to be connected to VPN or have to be present on-premise to access the tools, which restricts the workflow.
- ~ This platform makes it simple for the user to query as well as perform actions as required on multiple domains.
- ~ It uses **NLP** to understand the user's context, thus avoiding complex syntax.

## Supported Features

- ~ Most bots are domain specific whereas our bot supports **multiple domains**.
- ~ Integrated into **Webex Teams** and also available as a **webpage**.
- ~ Supports multiple **queries** and **actions**.
- ~ Accessible **OFF CISCO VPN** via Teams.
- ~ Supports **NLP/ML** - so that users don't have to master complex syntax for fetching the required data.
- ~ Receives **feedback** to improve the learning capabilities

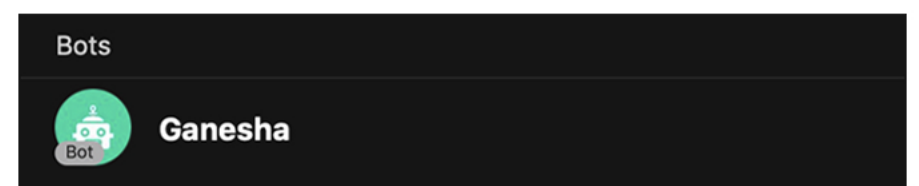
## Domains Covered



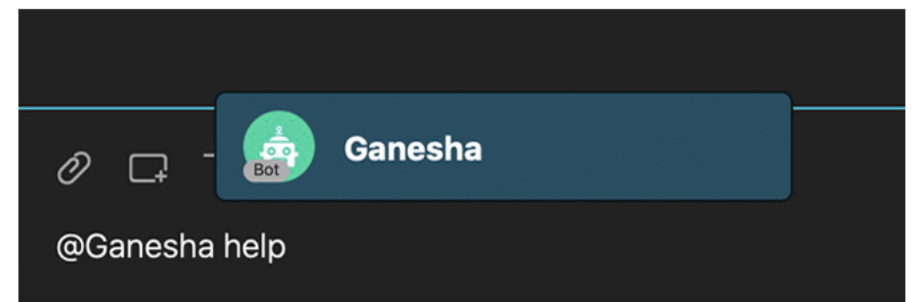
## Usage

### Webex Teams

- ~ Search for '**Ganesha**'



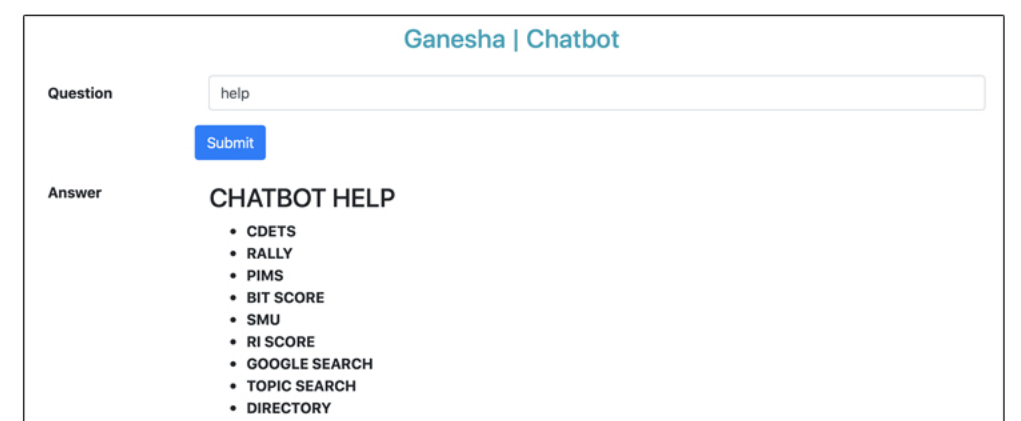
- ~ Add Ganesha to any of your groups and then address him **@Ganesha**



- ~ Just text '**help**' to Ganesha and it will list out its capabilities.

### Website

<http://ganesha.cisco.com:3000>



## What more ?

The chatbot platform has **limitless possibilities**. Any domain which supports **machine to machine APIs** or **CLIs** can be included into this platform in a very less time. This chatbot platform is made in such a way so that it is **developer friendly** and **user friendly** thus making it efficient from both ends.