YOUNG INNOVATORS 2025 – THOUGHT PAPER

Theme: Global SG ChatBot – Widget Based

# TABLE OF CONTENTS

1. Vision at glance
2. Introduction
3. Problem Statement
4. What we Aim to Acheive
5. Where things Fall short today
6. Proposed Solution Overview
7. Solution Architecture & Workflow
8. Key Features and What makes it Different
9. Business Value and Impact
10. How we can Roll it out
11. Expected Impact & Benefits
12. Risks and Mitigation Plan
13. Conclusion

# Vision at a Glance

 At Société Générale, employees need **quick, reliable AI assistance** inside their day-to-day apps without switching context.

 Instead of building separate chatbots for every application, we propose a **generalized, plug-and-play AI assistant widget**.

 This widget is **reusable** and can be embedded into any SG app with a single <script> tag via the CDN.

 Powered by **NavyaBot APIs + SoGPT backend**, it ensures a **consistent AI experience** across 10,000+ apps.

 Teams can **customize** the assistant by uploading their own documentation, making the bot context-aware.

 This approach delivers **productivity, fairness, and scalability** → build once, deploy everywhere.

# Introduction

 Employees today use multiple internal apps daily, often **struggling to find the right answers or documentation quickly**.

 Switching between apps, help centers, and shared documents leads to **time loss and reduced productivity**.

 A **centralized AI assistant widget** ensures that support is **always available, right within the application**.

 It provides a **consistent and intuitive experience** across Société Générale’s ecosystem.

 With the option for each team to upload their **own documentation**, the assistant becomes **contextual and business-aware**.

 Ultimately, this reduces dependency on manual support channels and **accelerates decision-making** for employees.

# Problem Statement

 Today at Société Générale, **over 60+ teams** (as tracked in the AI-Catalog) are building **their own AI chatbots**, each designed only for their specific team.

 This has led to **duplication of effort**, with multiple parallel solutions solving the same problem.

 Employees face **inconsistent user experiences**, as every chatbot looks and works differently.

 **Budgets and resources are being fragmented**, with no shared platform to optimize costs.

 Business managers find it difficult to **track adoption, ROI, and impact** across so many isolated initiatives.

 Without a unified approach, AI adoption risks becoming **siloed, inefficient, and unsustainable**.

# What we Aim to Acheive

 **One AI Assistant for All Apps** → Provide a single, reusable AI widget that works across SG portals and tools.

 **Seamless Employee Experience** → Eliminate context-switching; let users access AI help directly from within their applications.

 **Team-Level Customization** → Allow each business unit to upload their own documentation so the assistant becomes **context-aware**.

 **Efficiency & Cost Optimization** → Reduce duplication of 60+ chatbot initiatives by consolidating into one scalable solution.

 **Transparency & Control** → Enable centralized monitoring of usage, adoption, and impact through unified dashboards.

 **Future-Proof Scalability** → Ensure the solution can evolve to support workflows, automation, and integration with SG systems.

# Where Things Fall Short Today

 **Duplication Everywhere** → 60+ chatbots being built separately → wasted effort, no reusability.

 **Inconsistent Experience** → each team’s bot has a different UI/flow → employees struggle with fragmented support.

 **Budget Drain** → parallel solutions consume resources that could be pooled into one enterprise platform.

 **No Single Source of Truth** → managers can’t track adoption, ROI, or efficiency across scattered bots.

 **Silos of Knowledge** → team-specific chatbots don’t share learnings, limiting cross-team intelligence.

 **Scalability Issues** → maintaining 60+ separate bots means higher upkeep, compliance risks, and governance overhead.

 **Employee Productivity Loss** → users waste time switching between multiple apps/help portals, instead of getting help where they are.

# Proposed Solution Overview

**Our Unified AI Assistant Approach**

* Instead of each team building separate bots, we propose a **centralized, reusable AI assistant widget** for Société Générale.
* The widget can be **plugged into any SG application** with a simple <script> tag no heavy integration needed.
* Powered by **NavyaBot APIs** and **SoGPT**, it delivers **consistent, reliable answers** directly inside employees’ daily tools.
* Business teams can **customize their workspace** by uploading relevant documentation, ensuring the bot is **context-aware**.
* With a **common platform**, SG gains:
  + **Efficiency** → build once, deploy everywhere.
  + **Consistency** → same look, feel, and user experience across apps.
  + **Cost Savings** → eliminate duplication from 60+ parallel chatbot projects.
  + **Scalability** → future-ready to support workflows, approvals, and automation.
* This solution aligns with SG’s **CDN + widget strategy**, ensuring smooth governance and enterprise rollout.

# Solution Architecture & Workflow

**How the Solution Works**

* **Employee Access** → A floating SG-branded button is always available inside any SG app.
* **One-Click Chat** → On click, a sidebar chat window opens, showing past conversations and input box.
* **Ask a Question** → User types their query (procedural, business, or production-related).
* **Smart Retrieval** → The widget sends the query to the **NavyaBot API**, which uses indexed workspace documents + SoGPT to generate answers.
* **Context-Aware Responses** → If the workspace has docs uploaded by a team, answers are tailored to that content.
* **Consistent UI/UX** → Messages are styled uniformly (blue = user, grey = bot) for familiarity across apps.
* **Future Extensions** → The assistant can also trigger workflows (approvals, tasks, alerts) as SG evolves.

# Key Features & What Makes it Different

 **Reusable Widget** → One-time build, can be embedded in any SG application via a simple <script>.

 **Consistent Design** → Unified SG look-and-feel across all portals (no more 60+ different chatbot UIs).

 **Context-Aware Workspaces** → Each team can upload its own documentation, making answers relevant to their business.

 **Seamless Employee Access** → Always available as a floating assistant, no need to switch screens or apps.

 **Plug & Play Deployment** → Minimal-code integration for app teams → instant adoption at scale.

 **Scalability** → Single platform → less maintenance overhead compared to running 60+ separate bots.

 **Future-Ready** → Beyond Q&A, it can evolve to trigger workflows (approvals, task routing, alerts).

 **Centralized Governance** → Easier to track adoption, usage, and ROI compared to fragmented team-specific bots.

# Business Value and Impact

 **Effort Reduction** → Instead of 60+ teams each building/maintaining their own bot, SG builds once and reuses everywhere.

 **Lower Costs** → One shared platform means reduced development, infrastructure, and support costs across departments.

 **Pay-as-You-Scale Model** → The widget can start small (1–2 apps), and costs grow only with usage and adoption.

 **Fast Rollout** → Any team can enable AI support in their app with **just a single script line** → minutes instead of months.

 **Centralized Governance** → Easier to manage budgets, access, compliance, and security for one AI assistant vs. 60+ scattered bots.

 **Higher ROI** → Measured not just in money saved, but also in faster responses, fewer support tickets, and improved employee satisfaction.

# How we can Roll it Out

* **Phase 1 – Quick MVP** 
  + Deploy the AI assistant widget inside 1–2 pilot apps (e.g., DQHub, HR portal).
  + Validate core use case: query → NavyaBot API → instant AI answers.
  + Collect user feedback on usability and accuracy.
* **Phase 2 – Scale to Key Apps** 
  + Roll out to more high-traffic apps across departments.
  + Allow each team to upload their documentation into workspaces for **context-aware replies**.
  + Track adoption and refine responses.
* **Phase 3 – Central Dashboard** 
  + Build a management layer → usage reports, adoption metrics, budget visibility.
  + Governance in place → consistent updates, compliance, and content moderation.
* **Phase 4 – Advanced Capabilities (future-ready)**
  + Extend beyond Q&A → trigger workflows, approvals, and task automation.
  + Integrate with HRMS, ITSM, and internal ticketing systems for end-to-end productivity.

# Expected Impact & Benefits

**How We Will Measure Success ?**

* **Adoption Rate** → % of SG apps embedding the widget vs. total targeted apps.
* **Usage Metrics** → No. of queries answered per month, active users per app.
* **Time Saved** → Average reduction in employee time spent searching or switching between portals.
* **Cost Efficiency** → Savings from consolidating 60+ chatbot initiatives into one platform.
* **Employee Satisfaction** → Post-usage surveys on helpfulness and ease of access.
* **Manager Visibility** → Dashboard showing which teams are leveraging the AI assistant most effectively.
* **Support Ticket Reduction** → % drop in repetitive queries reaching IT/L&D teams

# Risks and Mitigation Plan

* **Risk: Adoption Hesitation** → Some teams may prefer building their own bots.
  + **Mitigation**: Highlight cost savings, faster rollout, and provide an easy “plug-and-play” onboarding kit.
* **Risk: Accuracy of Responses** → Users may get irrelevant or generic answers.
  + **Mitigation**: Allow each team to upload **their own documents** into workspaces → ensures context-specific accuracy.
* **Risk: Security & Compliance** → Data leakage or misuse of AI outputs.
  + **Mitigation**: All queries flow through **SoGPT (internal LLM with mTLS & SGConnect)** → compliant by design.
* **Risk: Content Overload** → Too many documents uploaded, making responses noisy.
  + **Mitigation**: Smart indexing + top-chunk retrieval ensures concise, relevant answers.
* **Risk: Change Management** → Employees may not know how to use the widget effectively.
  + **Mitigation**: Add a **welcome tip + quick guide** in the widget → drives smooth onboarding.

# Conclusion

**Why Now is the Right Time**

* Société Générale already has **over 60+ siloed chatbot initiatives**, leading to duplication of effort and cost.
* The **NavyaBot Widget** provides a **one-stop, reusable AI assistant**, available in every internal app with just a single script.
* It reduces **time-to-deploy from months to minutes**, ensuring faster access to AI for all employees.
* It ensures **cost efficiency**, **governance**, and **scalability** while keeping SG’s brand and compliance intact.
* By centralizing AI access, SG can **lead the way in enterprise-wide AI adoption** — a future-ready foundation for workflow automation.

**Call-to-Action**:  
This is the moment for SG to **consolidate fragmented efforts** into one enterprise-grade assistant. By backing this idea, we position SG as a **pioneer in accessible, compliant, and scalable AI** for its employees worldwide.