



HCL Clara

An automation chatbot for Workload Automation



Overview

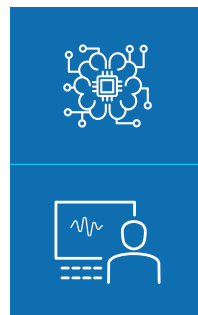
Workload Automation enables organizations to gain complete visibility and control over attended and unattended workloads. HCL Clara, an automation chatbot, understands human input, provides answers by tapping into a rich, specialized knowledge base, and allows direct interaction with Workload Automation in natural language to execute tasks. Clara saves IT ops time, frees up the schedulers, manages the how-to questions and initiates the initial troubleshooting of Workload Automation conveniently with voice command or simple text chat.

Capabilities

Enterprises depend on Workload Automation to manage critical business processes, while reducing operating costs. IT Operators ensure Workload Automation operation continuity 24x7, avoiding involvement of support team, Application support teams want to quickly solve issues in their applications to ensure business continuity. Clara makes Workload Automation even easier to use, by offering a conversational interface to scheduling users, access the company's automation knowledge base, providing recommendations and performing tasks for the end-users.



- Interactions in natural language
 - Easy and intuitive training modules
 - Intuitive conversation definition via UI
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- Action script and external language support for integration
 - External Interface for third party integration



- Robust AI/NLP based intent identification engine
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- Voice recognition

Pluggable/customizable knowledge base:

- HCL Knowledge base with regular updates
- Possibility to customize the knowledge based on customer needs

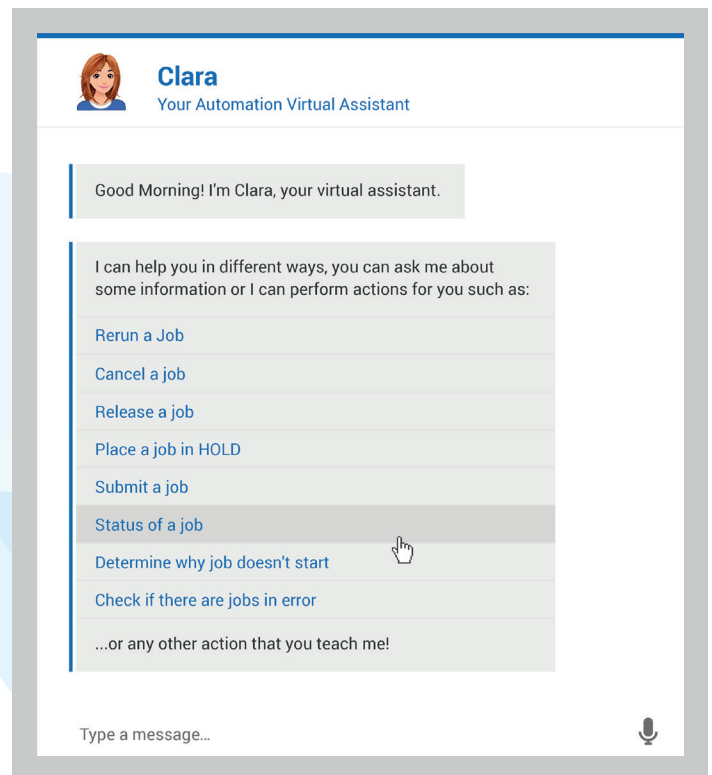
Actions & runbook implementation leveraging product APIs:

- Clara leverages HCL Software product APIs to enable users to automate business processes and troubleshoot problems

Benefits




Clara offers a human-like, personalized, round-the-clock experience to Workload Automation users, which will:

	Minimize the FAQ-type calls
	Speed up learning curve on new features
	Reduce common-issue repetitive incidents
	Promote best practices



Simple to get started

Learn how to use various functions and work-arounds, and get your actions done on Workload Automation in simple conversations at your convenience with Clara.

	Manage How-To Questions	<ul style="list-style-type: none">• Get me started with building my process (jobs, APIs..)• How to use calendar or event-based scheduling• Understand new features
	Support Basics Scheduling Scenarios	<ul style="list-style-type: none">• Submit a job or job stream• Re-run jobs
	Troubleshoot Workload	<ul style="list-style-type: none">• Why the job is not starting?• Why it failed?

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About HCL Software

HCL Software is a division of HCL Technologies (HCL) that operates its primary software business. It develops, markets, sells, and supports over 20 product families in the areas of DevOps, Automation, Digital Solutions, Data Management, and Mainframes. HCL Software has offices and labs around the world to serve thousands of customers. Its mission is to drive ultimate customer success with their IT investments through relentless innovation of its products. For more information, please visit www.hcltechsw.com.

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