DXC Red Rock

- ▶ Configurable AI-powered digital assistants
- ▶ Multiple integrated systems connected for a rich customer experience
- ▶ Go beyond FAQ responses with an integrated solution
- ▶ Use machine learning to understand customer intent
- ▶ Deliver personalised, accurate, useful interactions
- ▶ Gain customer insights with detailed analytics
- ▶ Reduce your customer service volume, overhead and costs
- ▶ Free up human resource to focus on business outcomes
- ▶ Enable personalised bot-initiated conversations
- ▶ Enjoy peace of mind with seamless hand-offs to the human agent

Embrace AI-powered digital assistants.

In today's always-on digital culture, customers want answers. Instantly, 24/7, leading to the rise of chatbots. From big business to local government, simple Q&A chatbots are now available for many everyday functions, improving customer satisfaction and reducing wait times and customer care costs.

Oracle® Digital Assistant is powered by AI and machine learning, changing the game and raising business efficiency while enhancing the customer care bar. It is found on websites, mobile apps, messaging apps and voice interfaces, and it's available around the clock.

The next generation of chatbots has arrived

Oracle's Digital Assistant platform enables simplified configuration to create sophisticated AI-powered digital assistants providing a satisfying experience for end users.

The user-friendly Digital Assistant platform allows for efficient configuration and integration, harnessing natural language processing to automate customer interaction, creating deeper, more personalised and more engaging customer connections.

The secret to success is the streamlined deployment and integration to optimise the machine learning process and extract maximum value from the digital assistant technology. DXC Red Rock has a team of digital Cloud experts who can help you unlock business potential in an accelerated timeframe.

ORACLE® **Platinum Partner**
Cloud Select
Asia Pacific

Oracle Digital Assistant deployed by DXC Red Rock

Just as Oracle leads the way in AI-powered digital assistant capability, DXC Red Rock has unrivalled Oracle platform and integration experience, unlocking the value and potential of the Oracle Digital Assistant.
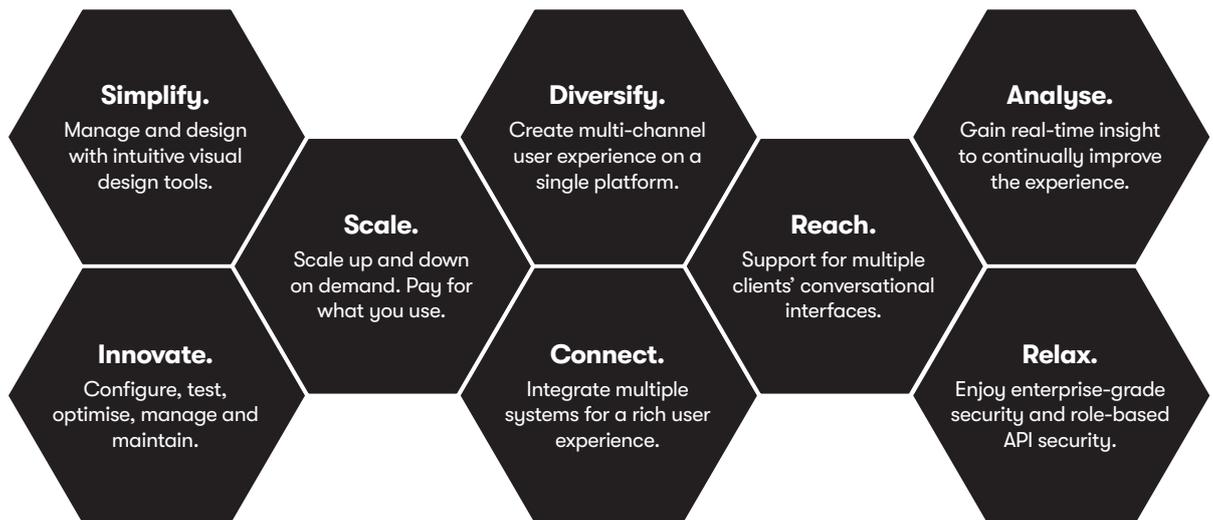
We can work with you to deliver a full end to end solution, or partner with your team to integrate and configure the digital assistant business outcome that you are looking to achieve.

Drawing on our experience and Oracle Partner relationships, we can offer a full set of implementation and 'run' services to ensure your Oracle Digital Assistant solution evolves seamlessly to meet your changing business requirements.

Collect your business data from multiple systems with machine-learning capabilities, providing improved customer engagement, while paving the way to a more natural customer conversation for users.

Do more with your AI-powered digital assistant.

All in one place. Configure, test, analyse and manage your digital assistant, then launch, track, and engage across multiple channels, without the management overhead and maintenance of traditional technology sets. Take advantage of the Oracle Digital Assistant Cloud-based platform.

Simplify.
Manage and design with intuitive visual design tools.

Innovate.
Configure, test, optimise, manage and maintain.

Scale.
Scale up and down on demand. Pay for what you use.

Diversify.
Create multi-channel user experience on a single platform.

Connect.
Integrate multiple systems for a rich user experience.

Reach.
Support for multiple clients' conversational interfaces.

Analyse.
Gain real-time insight to continually improve the experience.

Relax.
Enjoy enterprise-grade security and role-based API security.

Self-teaching digital assistant

Digital assistants are not like traditional chatbots. Supervised self-learning (using analytics to augment capabilities) allows the digital assistant to continually improve while enabling visibility and understanding of the user community.

Greater satisfaction for users, greater efficiencies for you.

Because digital assistants understand user intent and context, they can provide an accurate, personalised response to customer enquiries. Transforming the user experience across your organisation. Reducing call wait times. Enhancing customer engagement and experience. Streamlining sales. Managing job applications. Supporting internal staff, contractors and suppliers.

But just as importantly, with machine learning and insightful analytics driving continual improvements, your digital assistants will also deliver ongoing business efficiencies and savings.

Business benefits

Scale up & down with engaging, informative conversations 24/ 7/ 365.

Streamline & automate procurement processes and standard response flows.

Accelerate digital transformation on a multi-channel platform.

Reduce customer service cost, free up human resource and increase productivity.

Scale and personalise employee / candidate engagement via popular channels.

Access procurement flows, budgets & work orders instantly, anywhere.

User experience

Support access through customer preferred channel.

Personalise the user experience. Create deeper, more satisfying interactions.

Deliver nuanced, useful & up-to-date support around the clock.

Minimise or eliminate wait times, delays & user frustration.

Escalate automatically, to human agent with seamless hand-offs.

Responsive, continually improving service provision.

Extract maximum value from digital assistants with DXC Red Rock

Our team of Oracle specialists will ensure the platform is deployed and integrated in a timely, efficient and cost-effective manner, expediting your time to value.

Reduce call center volumes by up to 80% with AI-powered Oracle Digital Assistants.

Deploy on websites, mobile apps, messaging apps and voice-based interfaces.

Everything from Facebook Messenger, WeChat and Slack, to Amazon Echo, Google Home, and Apple HomePod.

- Australia's and
  New Zealand's largest
  Oracle partner practice

- 20 years delivering
  Oracle solutions

- Hundreds of successful
  ERP implementations

- Small start-ups to
  tier-one enterprises

- Proven methodology
  and governance

- Market-leading ERP
  insights and IP

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About DXC Red Rock

DXC Red Rock is the largest independent provider of Oracle consulting and Managed Services in Australia and New Zealand. Red Rock provides dynamic technology leadership in delivering Oracle Cloud solutions, with a full continuum of services around Oracle's integrated suite of applications, platform services, and engineered systems.

As part of DXC Technology, Red Rock offers speed and agility with thought leadership and global scale. This allows us to design and deliver innovative market-leading solutions that enable clients to transform their businesses and the broader market.

Oracle has globally recognised Red Rock's expertise and skills by accrediting us as an Oracle Platinum Partner, Oracle Cloud Select Partner and Cloud Managed Service Provider.

Learn more about the exciting possibilities and transformative potential of Oracle Digital Assistant from our chatbot and platform integration experts. Email redrockenquiries@dxc.com.

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About DXC Technology

DXC Technology (NYSE: DXC) is the world's leading independent, end-to-end IT services company, helping clients harness the power of innovation to thrive on change. Created by the merger of CSC and the Enterprise Services business of Hewlett Packard Enterprise, DXC Technology serves nearly 6,000 private and public sector clients across 70 countries. The company's technology independence, global talent and extensive partner alliance combine to deliver powerful next-generation IT services and solutions. DXC Technology is recognised among the best corporate citizens globally. For more information, visit www.dxc.technology.