

# NTT DATA and Microsoft: Transforming industries with GenAI

Setting new standards for productivity and customer experience

## Introducing NTT DATA's Productivity Cockpit



NTT DATA's suite of modular Microsoft Copilot agents, designed to enhance employee productivity and customer experience



Deployed as a service, these agents are continually updated to meet unique business needs

## Banking use cases

Let's look at how Productivity Cockpit can transform industries, using banking and financial services as an example:

### More time for what matters: Employee productivity

<b>Onboarding Agent</b> Acts as a "welcome buddy" for new employees, providing timely access to essential resources Helps new hires hit the ground running	<b>Prompt-as-a-Service Copilot</b> Prepares and delivers key reports for bank tellers and branch officers Ensures officers are well-prepared for meetings and have data at their fingertips
<b>Growth Agent</b> Pulls prioritized leads from the CRM system for sales and business development teams Enhances sales efficiency and customer interactions	<b>Service Agent</b> Handles basic underwriting, form-filling and back-office tasks Frees employees to focus on building customer relationships
<b>Ask Me Agent</b> Equips bank employees with product details and insights Ensures exceptional customer service	<b>Fix IT Agent</b> Resolves technical issues quickly Minimizes downtime and external support needs
<b>Security Copilot</b> Ensures all engagements are secure and compliant with banking laws Maintains the highest security standards	

### From queues to quick answers: Better digital banking experiences (DX)

NTT DATA's Productivity Cockpit makes it easier for your customers to engage with you via your contact center. Everything comes together in a three-part ecosystem:



## Introducing NTT DATA's AI-DX Agent

Handles customer queries via email, web chat and service numbers. Provides real-time, conversational support and reduces wait times.

<b>Self-service capabilities</b> Handles tasks like transfers, password resets and account balance checks. Enables immediate resolution without human intervention.	<b>Complex requests</b> Captures details and context. Escalates to the right human agent, if required. Ensures efficient and personalized service.	<b>Continuous learning</b> Learns from customer interactions to offer more relevant solutions. Improves iteratively, enhancing customer satisfaction.
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## GenAI agents for any industry

Industry		
<b>IT service help desk</b> 	<b>Retail</b> 	<b>Airline and travel</b> 
Role		
<ul style="list-style-type: none"> <li>Handles IT queries</li> <li>Automates self-service tasks</li> <li>Diverts complex queries</li> </ul>	<ul style="list-style-type: none"> <li>Answers FAQs</li> <li>Manages queries across stores</li> </ul>	<ul style="list-style-type: none"> <li>Handles FAQs</li> <li>Enables self-service check-ins</li> <li>Coordinates between teams</li> </ul>
Value		
<ul style="list-style-type: none"> <li>Efficient and context-aware support</li> </ul>	<ul style="list-style-type: none"> <li>Improved customer service</li> <li>Shorter wait times</li> </ul>	<ul style="list-style-type: none"> <li>Seamless and convenient customer experience.</li> </ul>

## Fast facts: NTT DATA's own deployment of Microsoft 365 Copilot

After launching Copilot capabilities internally at NTT DATA for various personas, the results were overwhelmingly positive:

User rating <b>4.5 out of 5</b> 	Increased productivity <b>66%</b> 	Increased creativity <b>62%</b> 
Time savings <b>20 hours per month per employee on average</b> 	Adoption rate <b>92%</b> 	

## Ready to try NTT DATA's Productivity Cockpit?

Create a seamless work environment, boost employee productivity and deliver exceptional customer service at every touchpoint.