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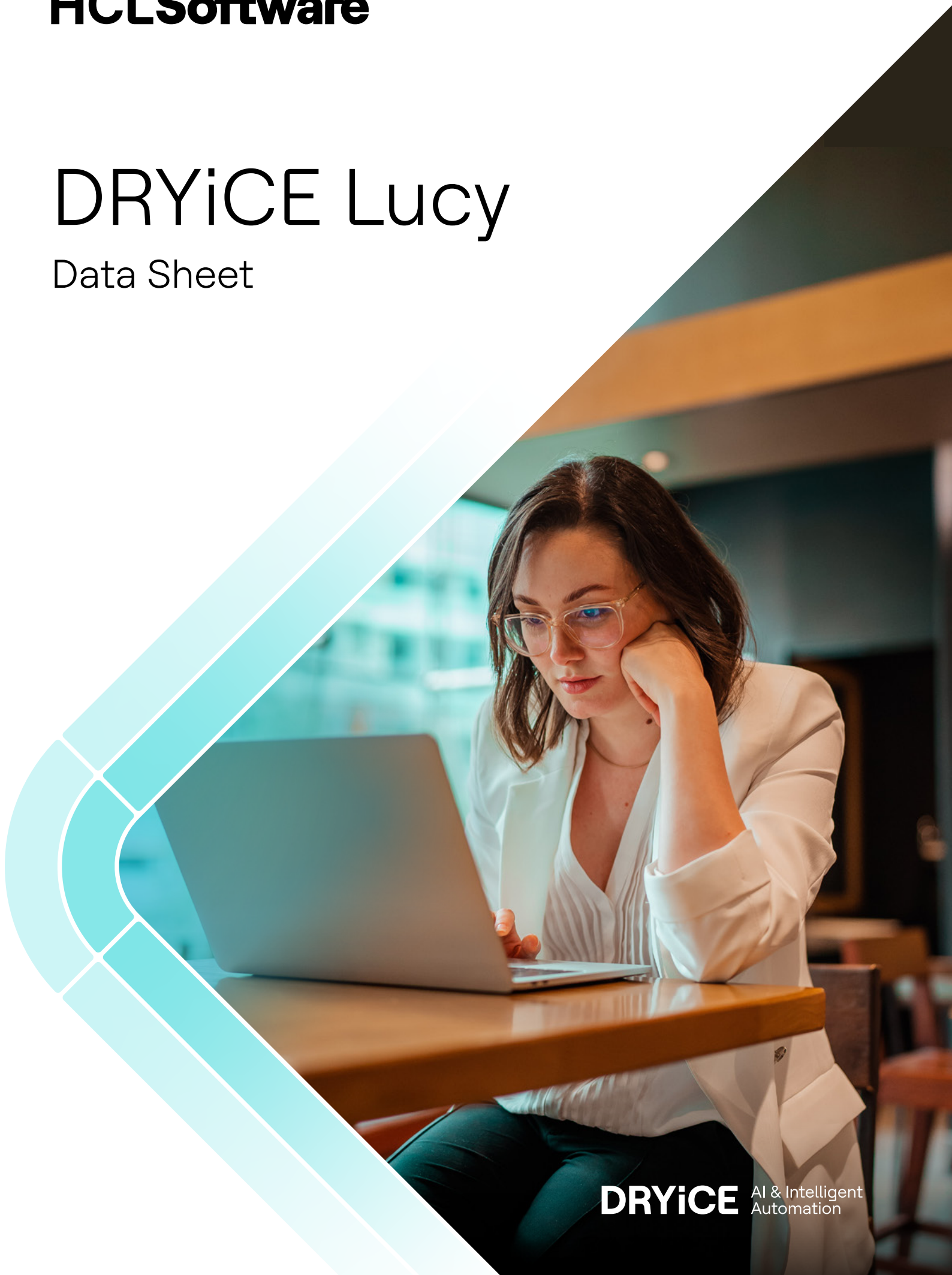
DRYiCE Lucy

Data Sheet



We live in times where the quality of service and support extended to all key business stakeholders defines business success. As enterprises gear up to build digital-first ecosystems in their bid to stay competitive and resilient, the quality of their virtual interactions and the promptness of assistance will impact the satisfaction and productivity of their employees, customers, and partners. 24x7 human help desks and manual assistance are resource-intensive and unscalable, dated options. Most enterprises, therefore, have been automating their service and support interactions with chatbots and virtual assistants (VAs). But unintelligent or static automation has failed to offer contextual and accurate assistance, which demands going beyond templatized responses to understand what a user requires at the moment indeed. This is where a conversation AI Platform driven by Artificial Intelligence (AI), Machine Learning (ML), and Natural Language Processing (NLP) can help.

Introduction to **HCL DRYiCE** Lucy

HCL DRYiCE Lucy (Lucy) is a conversational AI platform for automating a wide range of industry use cases. Lucy mimics human interaction, learns and adapts to your needs through smart conversations by leveraging Generative AI, Natural Language Processing (NLP) and Machine Learning (ML). It helps the users solve issues through a wide suite of enterprise integrations without the need to interact with the service desk. Lucy Version 9 has 1000+ out-of-box use cases that cater to the need of the users in various aspects. It also includes enhancements towards low code/no code.

Lucy enables enterprises to boost business outcomes as their internal and external stakeholders (Lucy users) feel valued, supported, and understood just the way they want.

Key features

Conversational AI:

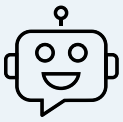
- Intuitive low code UI for creating programmed agents and managing their lifecycle
- Multilingual and multi-channel
- Training using GenAI
- Auto-generated use-cases
- Natural language understanding and generation
- Cross-channel context

End user healing and agent assist:

- End-point resolution and healing
- End-user experience monitoring and analytics
- Advanced routing and chat management capabilities for service desk agents

Integrations and assistance:

- 25+ One-click integrations with enterprise applications
- Deep integration with service management platforms
- Service orchestration capabilities by integrating with RPA components
- Account lock and password reset scenarios



Generative AI:

- Auto-response generation in multiple languages
- Complex conversation flow creation within seconds
- Customized dialog designing in an all-in-one GenAI studio using natural language
- Intelligent search and cross-questioning of custom knowledge
- Auto-code generation to integrate with enterprise application

System requirements

SAML 2.0-based user authentication

ServiceNow as system of record

Microsoft Teams as enterprise chat platform

Key integrations

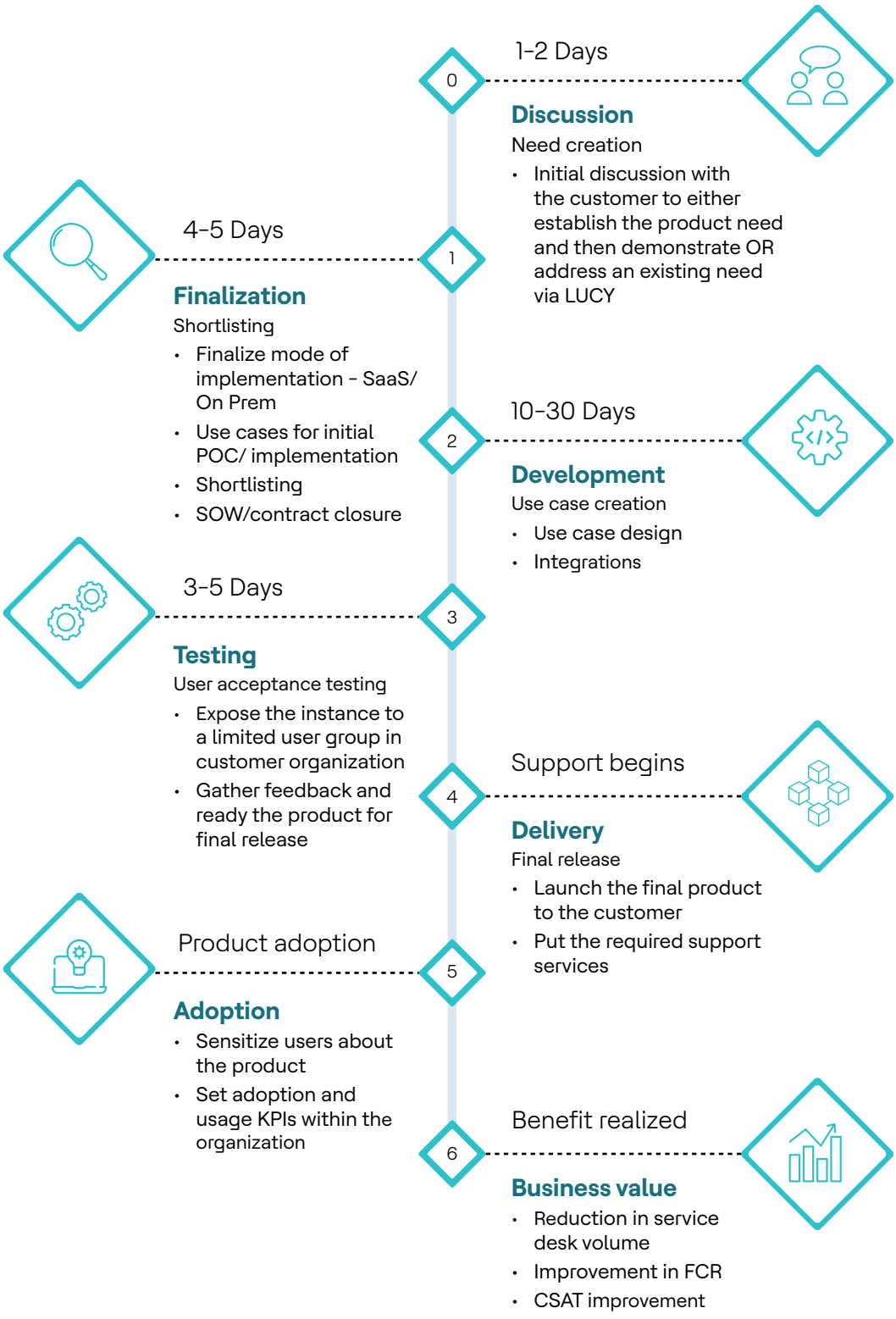
Lucy supports integration with the following:

1-Click connectors and integrations for faster time to value

Deployment options

Lucy is available on cloud as a SaaS offering

Implementation timeline



Lucy benefits

End-user benefits include:

- Close to 70% improvement in Customer Satisfaction (CSAT) score
- Faster resolution
- Real-time support and service with 24x7 availability

Business benefits include:

- Cost-effective support and service scaling
- Significant Service Level Agreement (SLA) improvement
- Agile and prompt service and support
- True left shift with end user healing

IT and Operational benefits include:

- Close to 30% improvement in ticket defiection
- Take control of user experience
- Exhaustive pre-built use cases
- Omnichannel capabilities
- Eliminate waiting queues
- Complex use cases can be built in a blink of an eye using Generative AI

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