

NTT DATA Business Solutions

Elevate your business through digital human connection



DIGITAL HUMAN PLATFORM
PARSONII
BY NTT DATA

Why PARSONII?

In a world of change, maybe you should too.

In the digital realm, where change is the only constant, how do we adapt and truly connect?

Chatbots and self-service solutions are used like never before. But while fast and efficient, they lack the emotions, adaptability, and human touch that are key to customer experiences and engagement.

PARSONII is your digital human platform. Seamlessly integrating into your world and processes. And changing with you as technology and your business change. Because they will.

1. Constant change has to be embraced

Industries and technology are evolving rapidly, demanding adaptability from businesses to stay relevant and competitive. But constant scalability comes at a price.

2. The technology is here

With the help of advances in computer graphics and AI, digital humans are now able to interact in real time with humans in a natural manner. Between 2023 and 2027, Gartner forecasts that \$3 trillion will be spent on AI.

3. Power to the user

Today's customers crave autonomy and convenience. Self-service solutions empower users to access information and perform tasks independently and easily.

4. The business case is king

Any and every investment must demonstrate tangible returns and add concrete value to your business. A gimmick in a corner of your website does not.



Discover the digital human platform

New opportunities and constant development

Through advanced technology and an intuitive interface, PARSONII enables an experience second only to a human-to-human interaction.

– Impersonal customer flows
+ Value-adding exchange

How many clicks to lose a customer? PARSONII combines advanced technology with an intuitive interface – enhancing user experience.

– Time-consuming training
+ Efficient onboarding and development

What if training was a simple task, not a time-consuming flow? With PARSONII, your digital human never stops learning and improving.

– Siloed knowledge
+ Unifying knowledge

Imagine if knowledge across your organization was integrated, not isolated. PARSONII consolidates fragmented silos as a unified hub.

– Restricted opening hours
+ Always-on availability

Why be in two places at once, when you can be everywhere 24/7? PARSONII meets customers' needs anytime and on multiple devices.

– Limited resources
+ Flexible resources for any given task

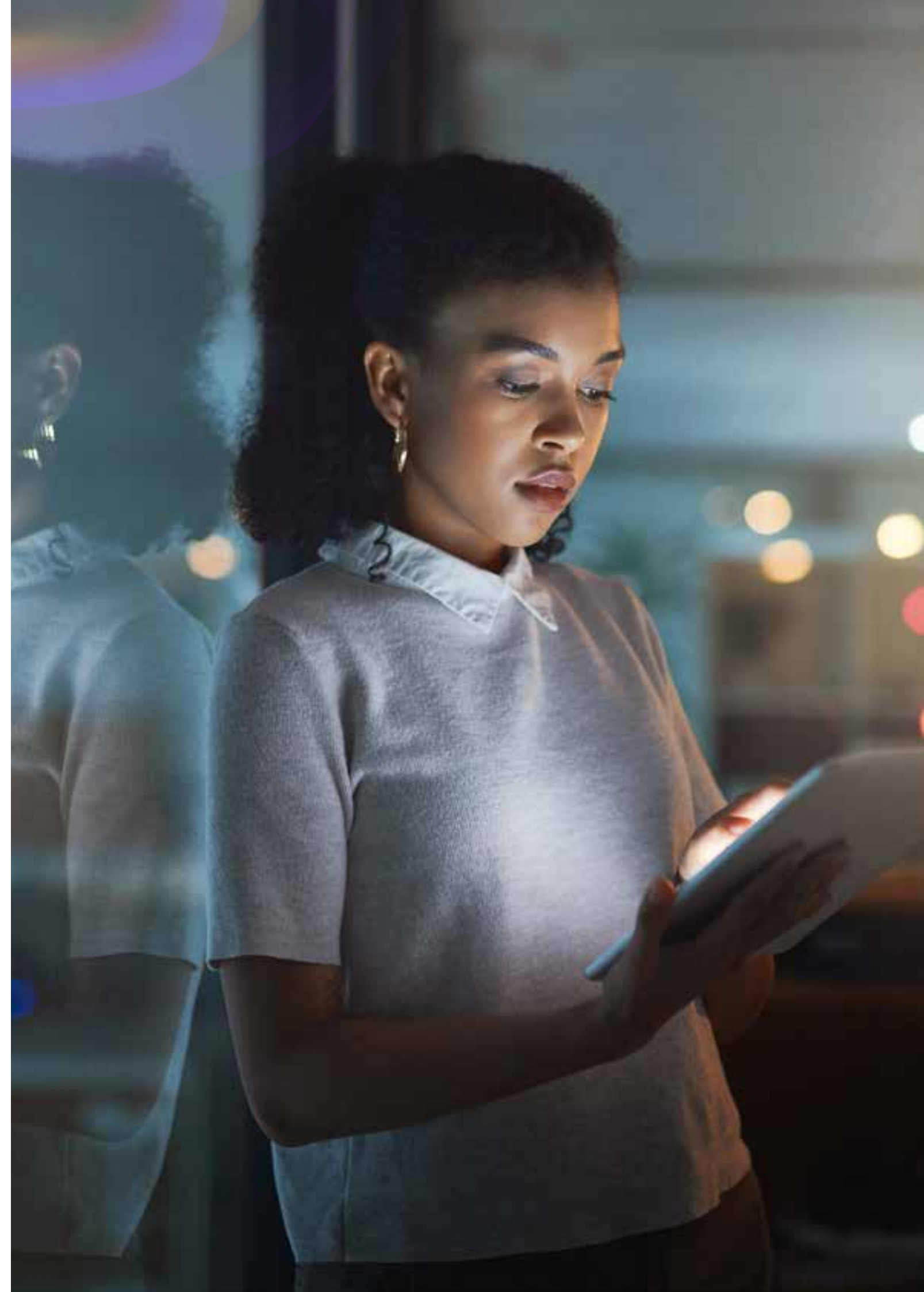
By letting PARSONII perform specific tasks, you can reallocate resources for more complex ones that require a human touch.

– Generic one-size-fits-all
+ Genuine connection

Built on superior rig points, PARSONII enables authentic interaction and emotional connection through an engaging experience.

In essence, what you achieve is:

Advanced interaction. Ultimate scalability. Unlimited knowledge.

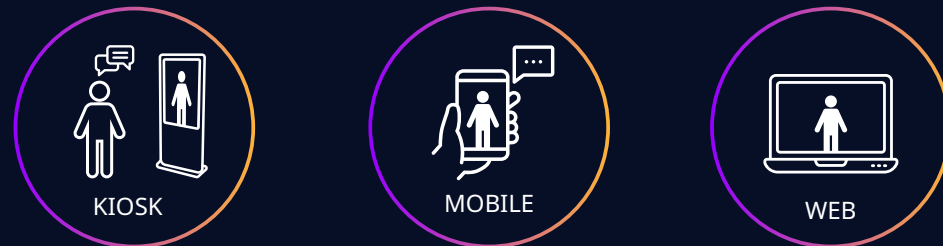


Devices and tasks

Take your self-service to the next level.

PARSONII combines machine learning, speech recognition, natural language processing, and conversational AI to service your customers or users — wherever and whenever you need it to.

Where do your customers meet you?



What do they expect you to solve?



Which questions do they ask?

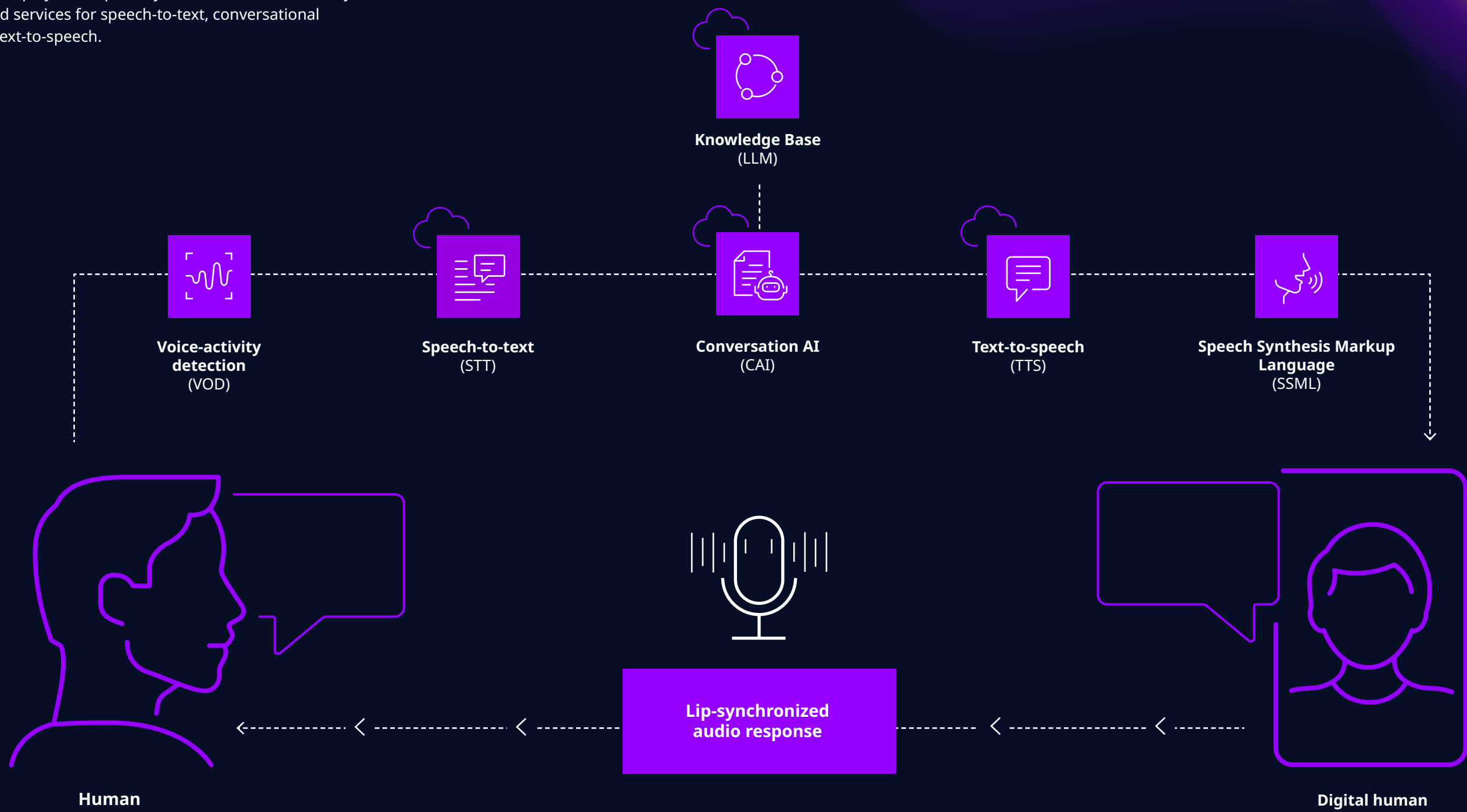
- Can you sign me in for my meeting with Mrs. Johnson?
- Where is the coffee machine?
- Can you help me book my hotel stay?
- Which restaurant would you recommend?
- Where's the nearest train station?

And — naturally — your digital human is always

- Friendly and ready with a joke
- Engaged and emotionally connected
- Ever-learning

Core components and communication

The platform is built on a ‘best of breed’ approach – and no matter which deployment options you chose, PARSONII always relies on cloud services for speech-to-text, conversational engine, and text-to-speech.



Your options. Our approach.

Depending on your needs and demands, your new digital employee will be up and running in just three steps and record time — thanks to best-practice onboarding and clear division of responsibilities.

Three steps from workshop to workday

Design. Together, we define the scope as well as the look and feel of your new digital employee. This step also includes onsite location and requirements check.

Collect. You fill in the knowledge map template in spoken language and create the user interface elements, logos, maps, etc. Hardware setup is done in-house according to recommendations.

Build. Finally, we adapt your digital employee to your company's processes and setup — training them for their very first workday.

Built for your business

PARSONII offers a range of options — including your platform's desired knowledge level along with your choice of integrations and use of LLMs for databases, websites, and more.

#1

Standard persona

Includes static data sources, 1-2 API integrations, avatar look and feel based on standard catalog options, and Danish or English language.

#2

Standard with LLM

When integrating generative AI and LLM middleware, your website and your domain knowledge becomes your content to users and customers. .

#3

Bespoke projects

For bespoke projects, we design the process, deliveries, and timeline around your starting point and change requests..

Possible change requests include:

- Avatar design choices
- API integrations
- Multiple avatars
- Additional languages

We Transform. SAP® Solutions into Value

We understand the business of our clients and know what it takes to transform it into the future. At NTT DATA Business Solutions, we drive innovation – from advisory and implementation, to managed services and beyond, we continuously improve SAP solutions and technology to make them work for companies – and for their people.

www.nttdata-solutions.com

Want to know more?

Do not hesitate to contact us:

PARSONII-solutions-global@nttdata.com

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