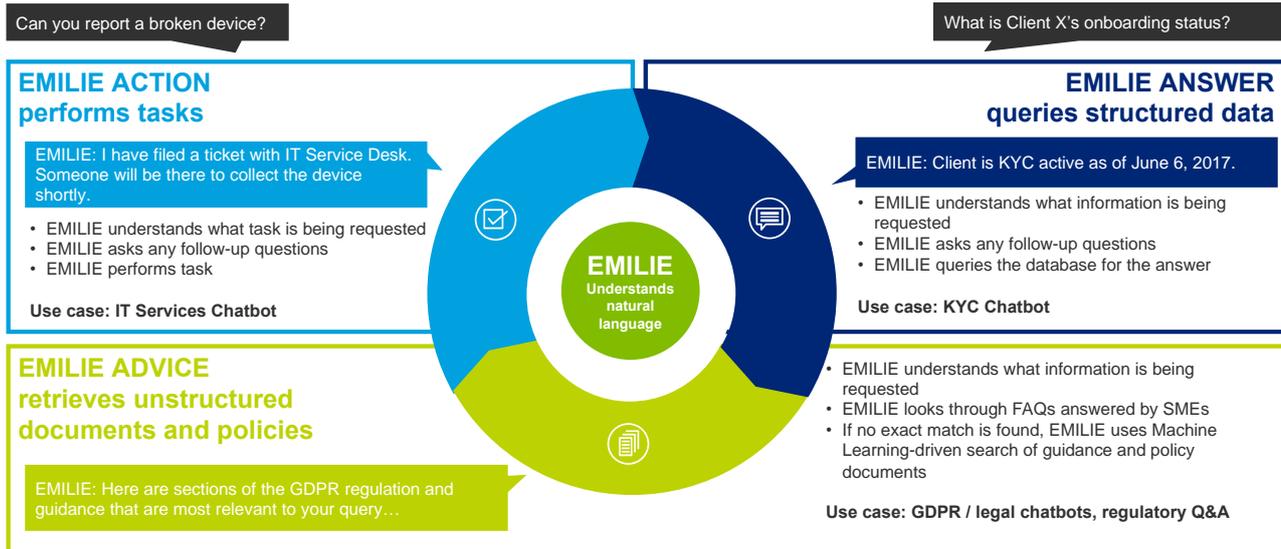


## EMILIE Chatbot

EMILIE is a chatbot built in-house at Deloitte leveraging cognitive APIs combined with custom code, with a web and mobile application interface. It allows a user to speak to the system in natural language as if he or she were talking to another person. EMILIE automatically detects the user's intent and asks any follow-up questions to fulfil any pre-programmed requests. EMILIE can also search through unstructured textual data such as policy or procedural documents to return sections that are the most relevant to a user's question. It continuously learns from user and SME feedback to become more and more customised to the specific use case.

### How does it work?



# EMILIE Chatbot can support your service desks, compliance functions, and legal advisors

The screenshot displays the Deloitte EMILIE chatbot interface. At the top, the Deloitte logo and 'EMILIE' are on the left, and 'EMILIE - Lee, Michelle A...' is on the right. Below the header, there are 'Chat' and 'Q&A' tabs. A 'New Conversation' button is visible. The main area shows a conversation log with three entries:

Conversation	Intent (click to edit)	Confidence
Lee, Michelle A. (UK - London) hi	greeting	100%
Emilie Hi, my name is Emilie. I can answer your questions regarding General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679).		
Lee, Michelle A. (UK - London) when does gdpr go into effect @Regulation: General Data Protection Regulation	FAQ_effective_date	97%
Emilie The GDPR was approved and adopted by the EU Parliament in April 2016. The regulation will take effect after a two-year transition period and, unlike a Directive it does not require any enabling legislation to be passed by government, meaning it will be in force May 2016.		
Lee, Michelle A. (UK - London) what happens if GB leaves the EU	FAQ_Brexit	84%
Emilie If you process data about individuals in the context of selling goods or services to citizens in other EU countries then you will need to comply with the GDPR, irrespective as to		

## What are the potential benefits?

Organisations across industries are constantly facing cost pressures and are driven to find efficiencies using modern technology. These new solutions can help support or replace manual processes that are expensive to scale. Service desk, legal advisors face a significant volume of queries involving a small subset of simple issues and requests. Often, the answers are contained in a lengthy policy or Q&A documentation on an overcrowded Intranet or resources page.

EMILIE can be used to automate any conversation-based interactions or the querying of SMEs, which frees up resources to carry out more value add activities. As a platform, it can deal with large scale demand at any point in time with 24/7 availability. It has endless potential for automation across industries in all areas of business, from internal operations to customer service to legal advice.

The ease of use also drives engagement with customers and within the company, as the

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