HCL Clara

An Intelligent Virtual Assistant for Workload Automation

Overview

Workload Automation enables organizations to gain complete visibility and control over attended and unattended workloads. HCL Clara, an Intelligent Virtual Assistant, understands human input, provides answers by tapping into a rich, specialized knowledge base, and allows direct interaction with Workload Automation in natural language to execute tasks. Clara saves IT ops time, frees up the schedulers, manages the how-to questions and initiates the initial troubleshooting of Workload Automation conveniently with voice command or simple text chat.

Capabilities

Enterprises depend on Workload Automation to manage critical business processes, while reducing operating costs. IT Operators ensure Workload Automation operation continuity 24x7, avoiding involvement of support team, Application support teams want to quickly solve issues in their applications to ensure business continuity. Clara makes Workload Automation even easier to use, by offering a conversational interface to scheduling users, access the company's automation knowledge base, providing recommendations and performing tasks for the end-users.

- Interactions in natural language
- Easy and intuitive training modules
- Intuitive conversation definition via UI
- Voice recognition
- Action script and external language support for integration
- External Interface for third party integration
- Robust AI/NLP based intent identification engine
- Autonomous execution of tasks in asynchronous way
- Push notification

Pluggable/customizable knowledge base:

- HCL Knowledge base with regular updates

- Possibility to customize the knowledge based on customer needs

Actions & runbook implementation leveraging product APIs:

- Clara leverages HCL Software product APIs to enable users to automate business processes and troubleshoot problems

Benefits ◁

Clara offers a human-like, personalized, round-the-clock experience to Workload Automation users, which will:

- Minimize the FAQ-type calls
- Speed up learning curve on new features
- Reduce common-issue repetitive incidents
- Promote best practices

Simple to get started ◁

Learn how to use various functions and work-arounds, and get your actions done on Workload Automation in simple conversations at your convenience with Clara.
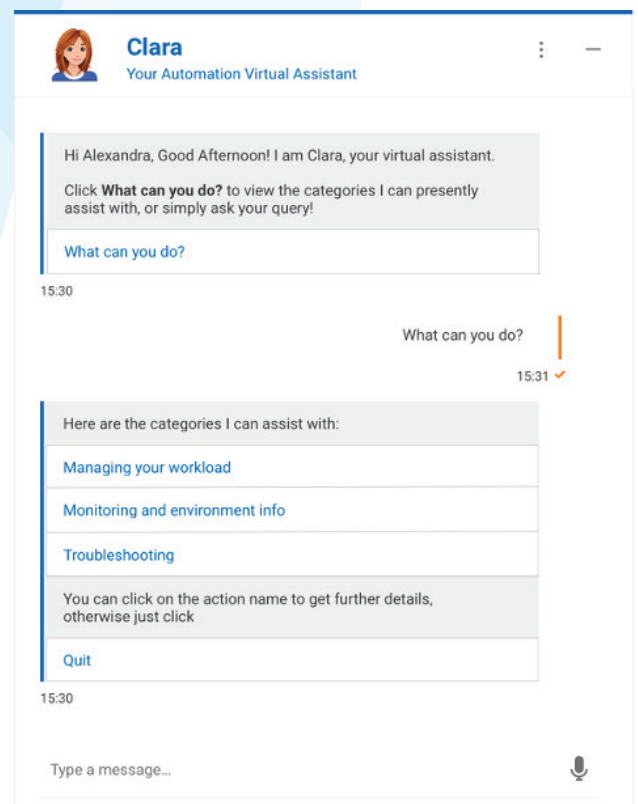
Manage How-To Questions

- Get me started with building my process (jobs, APIs..)
- How to use calendar or event-based scheduling
- Understand new features
- Semantic search in Product Documentation

Support Basics Scheduling Scenarios

- Submit a job or job stream
- Re-run jobs
- Check job status and push notification for job status changes
- High risk critical jobs
- Download job log

Troubleshoot Workload

- Why the job is not starting?
- Why it failed?
- Why the job stuck in ready/ hold state?
- Why the job is still running?
- Why the job is in abend?

Make the most out of these solutions with the Automation Power Suite bundle and enjoy the advantages of a perpetual pricing model.

Automate more, better, smarter! Contacts us at **HWAinfo@hcl.com**.

For more information, visit our webpage **here**, tune into the **Automation Series | Podcast**, and read our latest technote **here**.