



Flexible and scalable lightweight Event Driven AI framework

Enhance Customer Experience by Applying Artificial Intelligence to events in real-time

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Artificial Intelligence solutions are complex and would need complex toolset to define and manage processes for complex events. This white paper offers practical guidance on how to simplify solutions requiring application of Artificial Intelligence to streaming data.

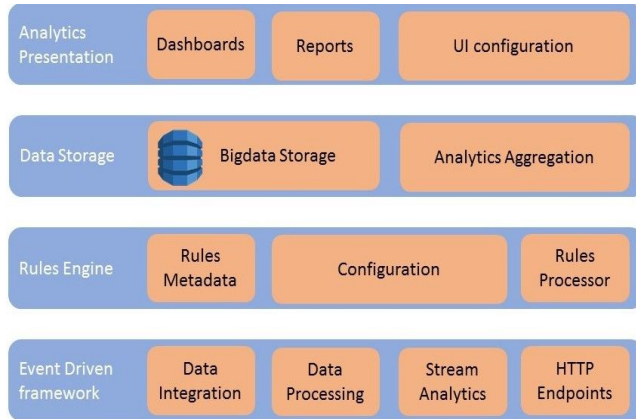
Opportunities and Challenges

- Traditional Artificial Intelligence decisions are based on learning performed in batches. For enhanced customer experience we would need decisions in real-time based on learning from customer actions or events.
- Delivering decisioning applications is a big challenge, as the systems in the ecosystem are widely discrete and needs complex integration with traditionally separate analysis; business rules; process platforms, tools, and technologies.

Solution Overview

eventdriven.ai (formerly Real time Data Processing hub) is an extensible and scalable event data processing AI framework that provides real-time decisions and can create adhoc analytics, dashboards, scorecards and reports.

The eventdriven.ai platform consists of four basic components event driven framework, rules engine, data storage and Analytics. The event driven framework supports plugin for capturing data from multiple data sources containing both structured and unstructured data like xml, csv, json, attributes, image, text, etc. Our core implementation cycle runs for 8 weeks and we provide additional 4 weeks of support after the go live. Our solution will help companies make intelligent real-time decisions through our event driven AI platform with a simple strategy of “Learn, Predict, Delight”.



eventdriven.ai - Scalable and Extensible platform for real-time AI decisions

eventdriven.ai is a Flexible, Scalable and Extensible event driven AI framework that can make real-time decisions. The product would dovetail with your existing enterprise software ecosystem and is built with open technologies that adheres to open standards..

Event Driven Framework

Used to capture events across multiple systems. The product will support multiple data formats. Events can be published over HTTP/HTTPS, File Upload, Queues, Stream processing using Apache Kafka.

Intelligent Rules Engine

Used to process the events with the configured rules. This module will contain Rules Engine as a backend and a front end to configure the rules. The rules engine application uses existing data, historical data and configured meta data for processing.

Data Storage

All events that match the rules, requiring analytics will be persisted in a data storage. Bigdata data store will be used to persist information about the rules.

Analytics

Analytics framework will provide role-based dashboard, reports and analytics. Updates to dashboard will be on real-time basis. User may configure webhooks for actions based on the rules.

Summary

AI for customer experience has traditionally been based on static models. A customer is usually assigned a segment based on the behavior pattern and experience is usually tailored around the segment. While the option is better than having a very generalized experience, it still lacks individuality and can sometimes provide misleading experiences for customers. With eventdriven.ai we can provide your customers with enhanced experience based on real-time decisions.