

Enrich Digital Assistant Experiences with Generative AI

Deliver powerful and intuitive experiences

Generative AI technologies elevate digital assistants by delivering rich, intuitive experiences across your organization. Whether it is handling mundane repetitive tasks or deploying self-service assistants at scale, Generative AI digital assistants continuously learn from new experiences and data. This greatly expands responsiveness, specificity, and use case breadth.

Key digital assistant use cases



Customer support

Ensure you can deliver better customer experiences by creating a self-service portal where customers can get help with answers to questions or find more information.



Employee onboarding

Provide your new employees with a virtual mentor that can speed onboarding to their new role by surfacing critical internal resources and documentation.



IT operations helpdesk

Proactively avoid and resolve incidents faster by leveraging historical ticketing documentation, recovery plans, and activity logging.



Personal assistant

Accelerate your employees' success with a helpful tool that can find emails, document tasks, and internal company information through a web-based interface.

How it works

You can supercharge the functionality of digital assistants with your organization's domain-specific data and knowledge to improve accuracy and accelerate contextually relevant assistance.

Your organization can create bespoke datasets to train your digital assistant, enabling it to:



Learn and understand industry-specific or contextual jargon.



Interpret user actions or inquiries and respond in real time.



Deliver real-time personalized responses based on your organization's data.



Integrate and activate knowledge bases that provide users with precise, relevant information.



Deploying your secure Generative AI digital assistant

When planning your digital assistant deployment, consider the experience you want your employees and customers to have when engaging with the platform. The interface can take a variety of forms, such as:



Digital human interface

Interact with a digital human that provides a lifelike experience to using your digital assistant.



Touch-screen kiosk

Give customers an intuitive self-service kiosk to get help and questions answered quickly.



Chatbot

Provide employees and customers with a web-based chatbot experience.

Why your data is critical

Generative AI-powered assistants depend on the quality and quantity of the underlying data used in training models. Organizations should prepare their data, documents, content, and similar context and materials as a learning foundation to enhance open source AI models. These kinds of tailored datasets across your environment (on-premises or on the edge) allow digital assistants to develop an intuitive understanding, leading to more relevant and accurate assistance for those using the tool.



“The AI tools we develop with Dell help create more effective government in the digital age and give us new tools to improve civic engagement and outcomes.”

Richard Gagnon

Chief Information Officer,
the City of Amarillo

About Dell Generative AI

Dell Technologies offers the world's broadest Generative AI solutions portfolio, from desktop to data center to cloud, all in one place.

You can accelerate your AI journey with Dell Technologies Services and a broad partner ecosystem that includes support for many open source Generative AI models. Regardless of whether a team member is working with purpose-built Dell infrastructure to power organization-wide Generative AI applications, or simply prompting AI from a Dell laptop, they are working with the industry's broadest and most advanced portfolio of AI-enabled solutions.

Our approach is to bring AI to your data. This means meeting strict data sovereignty and compliance requirements while right-sizing AI infrastructure to reduce costs, support sustainability objectives, and keep you in control of the model and your data.

Next steps

Get started with a fee-waived Accelerator Workshop for Generative AI, which can help you gain consensus among your business and technical stakeholders on your solution and prioritized use cases.

Learn more

[Accelerator Workshop for Generative AI](#)



Learn more about Dell solutions for [Generative AI](#).



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