Don't ask me, AskAdam

Introducing AskAdam: Capgemini's Gen AI powered digital assistant

In a digital age overflowing with information, remembering everything is impossible. Enter 'AskAdam,' our Gen AI powereddigital assistant, revolutionizing support for Capgemini's 340,000 users. Designed to handle HR, IT, finance queries, and more, AskAdam pulls data from a wealth of documents, rapidly delivering accurate answers.

Developed in just four months, our team showcased efficiency in managing content and optimizing LLMs. Using Azure OpenAI, AskAdam provides tailored, multilingual responses, ensuring comprehensive support worldwide.

AskAdam doesn't just solve problems—it sets new standards for user support, ensuring zero downtime and enhancing user satisfaction and productivity.

What sets AskAdam apart is its capability to deliver location-specific information and context-driven responses. This ensures that users receive answers tailored precisely to their situation. With its advanced conversational abilities and multilingual support, AskAdam eliminates language barriers, ensuring everyone feels understood and assisted. By adapting to the user's unique context, it offers the most relevant solutions, thereby boosting both user satisfaction and efficiency.

"AskAdam is a mark to the team's dedication and innovation. We've created a groundbreaking Gen AI powered digital assistant that supports over 340,000 users with accurate, context and personalized aware answers, enhancing satisfaction and efficiency. I'm incredibly proud of what we've achieved together."

Siddharth Chaturvedi,
Vice President, Digital Support & Automation, Capgemini