Dell Technologies

**Professional Services
for Digital Assistants**

Transform self-service with a GenAI digital assistant

Personalize self-service interactions and boost operational efficiency

Organizations are continuously seeking innovative ways to streamline operations, optimize costs and deliver exceptional user experiences. Generative AI digital assistants have emerged as a game-changing solution across industries, empowering businesses to unlock new levels of productivity, self-service capabilities and process automation.

Dell Technologies enables you to implement a Generative AI digital assistant featuring a humanistic AI Avatar interface that is personalized for your audience, optimized for your use case, integrated with your data, and deployed on a trusted framework.

GenAI is poised to be this century's game-changer:

$1T
In GenAI-fueled productivity gains expected by 2026[1]

$3.5x
For every $1 invested in GenAI companies average $3.5 in return[1]

$151B
Projected spending on GenAI by 2027[2]

Rapidly deliver digital assistants with a proven solution

Dell simplifies the deployment of digital assistants, providing a complete solution from infrastructure and platforms to professional and managed services. Validated designs ensure optimized, protected and reliable performance with a scalable, flexible infrastructure. Dell Professional Services provide expert strategy, implementation, and ongoing guidance to drive continued success.

✓ Elevate end-to-end self-service experiences for customers & employees

✓ Engage individuals in their language, 24/7 for always-on, customer assistance

✓ Offload repetitive tasks and refocus employees on high-value activities

Create memorable interactions that personify your brand & engage audiences

- **Tailor to your business needs**: Dell can tailor digital assistants to practically any use case, such as customer service, technical support, training and education, concierge, scheduling and more.

- **Customize for your audience:** The AI Avatar interface can be customized to resonate with your audience. Beyond appearance, you can customize voice, personality, language, gestures, and define specific dialogs or behaviors.

- **Integrate with your data:** Digital assistants integrate with a wide range of information sources to provide a dynamic, personalized experience for your end users.

- **Upskill & drive adoption:** Leverage custom skills for intelligent, engaging and personalized experiences, and create a supportive environment to drive adoption and foster ongoing success.

Pave the way to success with Dell Services

- **Plan for success:** Our planning and design process aligns GenAI solutions with business goals, ensuring successful implementation and maximum value.

- **Implementation & testing:** We implement and test your digital assistant solution and platform, integrate with existing systems and develop custom skills to meet business needs.

- **Personalization & brand tailoring:** We create custom AI avatars that reflect your brand identity, enhance user engagement and improve self-service interactions.

- **Adoption & management:** Ensure successful rollout, establish governance frameworks and drive continuous optimization with ongoing advisory and managed services.

Accelerate your AI innovation with a Digital Assistant

Take the first step to implementing your own Digital Assistant – schedule a technical workshop or design discussion for your use cases today!

Explore Dell [Generative AI Services](#)

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