

AI Chatbot and Apigee on Google Cloud

Design, Development, and implementation of Apigee and Dialogflow CX to enable a modular Chatbot platform across the enterprise with a standardized API management platform to secure API calls across the enterprise.

The challenge

Pernod Ricard is looking for a unifying ChatBot Platform across public and private cloud with standardized API management for internal and external users.

The solution

Softchoice implemented Apigee as the API mgmt layer and Dialogflow CX for the Chatbot solution. Apigee will facilitate secure connectivity of the Chatbot API to enterprise APIs. With Apigee in place it provides Pernod Ricard with a scalable API management and security layer to develop further applications on Google Cloud. Dialogflow CX enables AI-driven chatbot functionality for the enterprise.

The results

Softchoice implemented and optimized an AI-Powered conversational chatbot that integrates with enterprise APIs to help end users complete tasks by having conversations with the chatbot.

“ This chatbot ties our internal and external users together delivering insightful experiences we could not otherwise deliver. ”

Matias Salazar, Manager - Automation Platforms, Pernod Ricard



About Pernod Picard

Pernod Ricard is a convivial, responsible and successful global wine and spirits group. Number 2 worldwide with a clear ambition to become the leader of our sector, we have one of the most comprehensive portfolios of the industry with 240 premium brands available in over 160 countries.

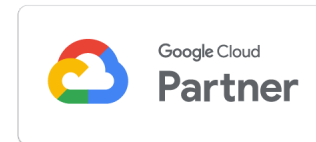
Industry: Food, Beverage & Restaurants

Primary project location: United States



About Softchoice LP

We provide a full stack of professional, managed, & software solutions in the multi-cloud world for an excellent customer experience in cloud.



Products

Google Cloud Platform