Enterprise Process Automation

Automate IT Services / Operations

Case Study

The Challenge

- Reduce the time employees spend on manual and repetitive tasks.
- Enable IT service desk agents to dedicate more time to high-priority issues.
- Provide multi-chat channel support for employees.
- Frequent call drops, resulting in data loss.
- Streamline all chats from multiple channels into a single dashboard.

Our Solutions

- Teams Chatbot integrated with
- ServiceNow tool.
- Intelligent Chat Routing.
- Automation in repetitive Active
- Directory services.
- Real-time Dashboard.
- Live Session Monitoring.
- Integrating Web chat widget within their employee service portal.

Outcomes

- Improved agent productivity on focusing high priority issues.
- Intelligent automations on repetitive tasks improved internal service levels.
- Agent Productivity is measured in real-time basis using admin console.
- Reconnects dropped calls on the same queue by using chat history.
- Efficiency in managing the progress of SLAs in real time.

Implementation Highlights:

- ServiceNow Integration
- Enable Chatbot and Web chat
- Automation use case implementation
- Hosted Implementation
- Implemented within 4 weeks

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