

BACKGROUND

An US based IT services company that extends cloud based service management solution which harnesses the shared data and analytics with automated workflows offering machine learning tools with Natural language Virtual agent chatbots unburdening the end users by providing a good productivity.

BUSINESS CHALLENGES

- ✓ Process Workflow customizations with manual interventions
- ✓ Need for automatic ticket assignment with Machine learning tools
- ✓ Necessity for Conditions and rule based auto assignments.
- ✓ Complicated Feedback Management System
- ✓ Need for automated conversational chatbot with 24/7 self service
- ✓ Interactive Service Portal
- ✓ **Requirement of real-time dashboards with key metrics**

SOLUTION & VALUE PROPOSITION

- ✓ Automatic ticket system with auto assignments by location wise and time zone wise
- ✓ Performance of Predictive intelligence on historical database
- ✓ Conditional rule based automated workflows
- ✓ Easy and quick selection mechanism for Feedback Metrics
- ✓ **Intelligent Conversational chatbot**
- ✓ **Live agent hand-off**
- ✓ **Self-service support with increased deflection**
- ✓ Interactive portals with good graphical UI designs

SYSTEM INTEGRATORS



BENEFITS

- ✓ **Intuitive self-service & two way communication**
- ✓ Automatic ticket identification system with the use of AI/ML technology
- ✓ Conditional based auto-assignees based on Location & time zone
- ✓ Deflect tickets using self-service portal Conversational chatbots
- ✓ Restores services & resolves issues faster
- ✓ **Real-time dashboarding system** with good UI designs and key performance metrics