

# Intelligent Technician

Powered By



# PROBLEM

While traditional ticketing systems can be a great way to collect employees' requests for help with IT, equipment, and more, conversing in the comments section of a ticketing system can feel unnatural and disjointed. Employees often must check their email or a portal link for updates on their support ticket, which means requests for additional information on both sides of the conversation can quickly fall through the cracks. Most employees end up returning to what they know best: calling their support team directly on to their office phones.



# DAILY CHALLENGES OF IT SUPPORT MANAGER

1

**Every day password resets cause a lot of heartburn.**

2

**Answering repetitive queries - wasting precious resources**

3


**Most ticket creations take at least a 2-3 minute conversation or email back and forth.**

4


**Knowledge deficit happens once an existing agent leaves**

5

**You are always under pressure to reduce the budget**



Workers spend  
36% of their day  
looking for and  
consolidating  
information

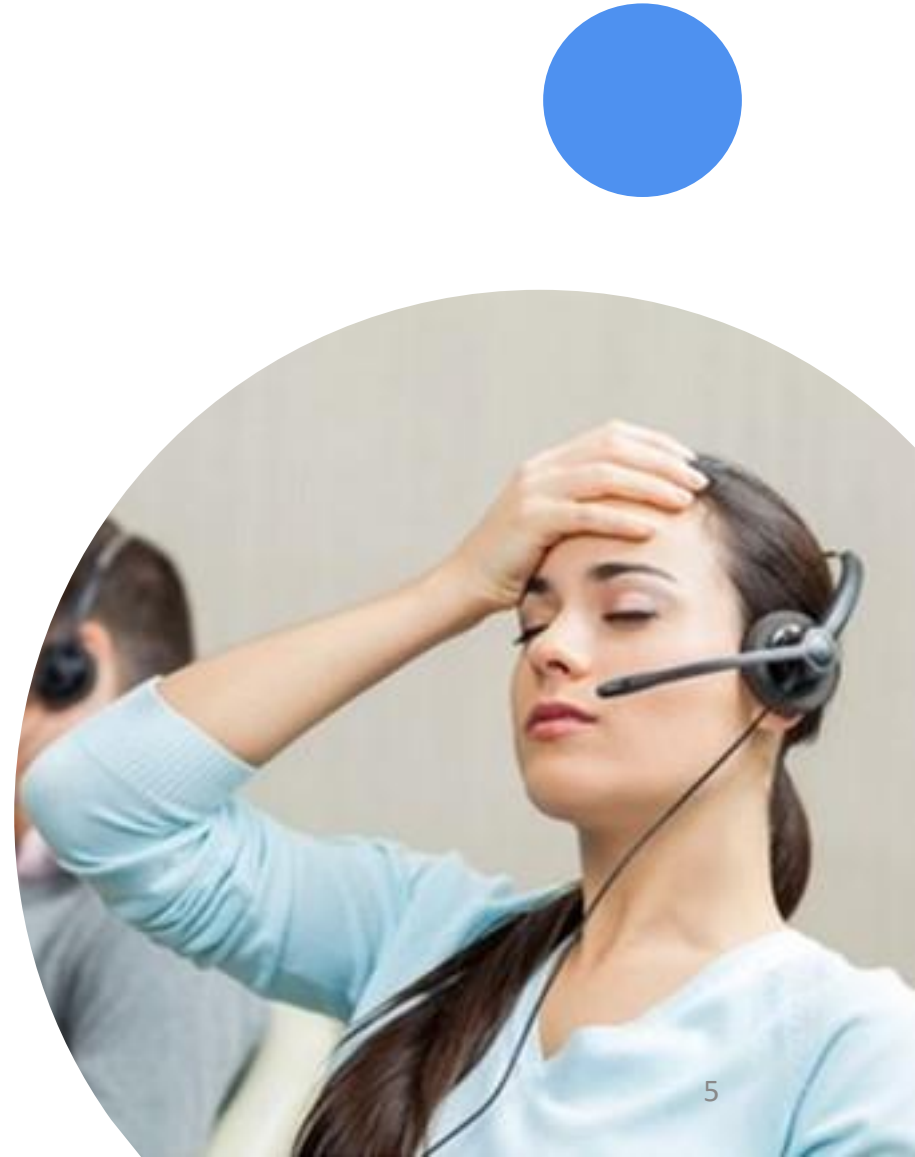


According to research by International Data Corporation (IDC), 90 percent of digital information is locked in repositories that don't communicate with one another. Workers spend 36 percent of their day looking for and consolidating information, and 44 percent of the time, they can't find it.

# A COMMON SCENARIO

Sarah, a Support Agent who uses multiple tools and systems to manage everything from assigning equipment to forgotten password resets for employees in her organization. On any given day, she handles requests for support coming in from email, texts, direct messages, or group channels in Microsoft Teams, and even in person.

Each employee believes that their issue will only take a minute of Sarah's time, while Sarah struggles to keep up with all of the different requests. By the end of the week, she has anywhere from 40-100 messages, and the details of each ticket are spread across email, DMs, channels, and/or her service desk portal. Requesters don't know where to check for the latest on their tickets, since the conversations happened across multiple tools.





Solution



Intelligent Technician

# USE CASES INTELLIGENT TECHNICIAN CAN HANDLE

## Faster Response

- Generally, IT support executives need to resolve multiple tickets simultaneously, which is a very daunting task for them to understand and resolve the same.
- **Intelligent Technician** can come in handy in such situations, it can resolve multiple tickets without any delay and avoid the employee waiting in queue for resolving their query.

## AI-driven Ticketing System

- Almost 30-40% of tickets get resolved automatically from **Intelligent Technician**.
- Your customer support team can save up to 3-5 minutes per ticket by capturing the correct details—50% decrease in the rerouting of tickets.

## Troubleshooting

- We all recognize that technology isn't perfect so calling on the service desk to help identify problems with devices and software applications is commonplace.
- **Intelligent Technician** can assist users and increase self-service levels, ultimately lowering support costs for troubleshooting.

## Password Reset

- It's the more common ticket faced by the IT customer support team. It takes a lot of time to resolve this transactional query.
- **Intelligent Technician** with AI capabilities can connect to the back end to create a temporary password for the user. The entire operation is performed automatically by the **Intelligent Technician** without any intervention from the human agent.



## Equipment Requisition & Software Provisioning

- Today's worker is equipped with laptops, printers, mobile phones, and other essential pieces of equipment to do their job effectively. When onboarding a new hire they need to get started with equipment and software. Similarly, existing employees need a way to request new or updated hardware and software updates or access.
- The **Intelligent Technician** can handle this, as other help desk requests, simply employee saying or typing "I need a new laptop" – and so the conversation begins and ends with the Intelligent Technician submitting a request to a manager for approval. Along the way, the Intelligent Technician can also answer questions about company policy regarding devices, timelines for delivery, specifications and take software installation requests.

## FAQs

- IT helpdesk agents can be inundated with basic requests around IT policy, troubleshooting, software configurations, and devices. This is a poor use of their time when they can be working on higher-value issues. Even though businesses use FAQ pages on their support site, there's a lot of friction searching and finding the information needed. Often it is more convenient to contact the help desk.
- **The Intelligent Technician** can quickly answer on common IT-related queries. This can deflect a lot of traffic from the agents, reducing costs but also making it a more positive experience.

# Intelligent Technician's Benefits

## 24/7 Helpdesk Availability

- **Intelligent Technician** ensures it is available 24/7 to provide assistance to employees.
- This allows any employee, regardless of their time zone, to access and use help desk.

## Faster Ticket Resolution

- **Intelligent Technician** with AI and machine learning capabilities can resolve the tickets fast, thus enhancing employee satisfaction.

## Cost Optimization

- Most level 1 and 2 queries get automatically resolved by **Intelligent Technician**, and agents are left with only complex questions.
- It doesn't completely replace human agents. However, it reduces the number of agents required to handle the operations.

## It allows employees to focus on more business-critical and complex work

- With manual work largely out of the way, employees that manage other employee's issues can dedicate more of their time on troubleshooting critical problems that can't be resolved with an article.

## Improved Employee Experience

- **Intelligent Technician** responds immediately to users and on behalf of IT teams to update employees on issue requests, policy updates, security practices, patch updates, maintenance, and so on. This ensures better employee engagement and employees will be more likely to enjoy their job.

## It enhances the customer experience

- Assuming your employees do become happier, they'll be more likely to take actions that delight customers ([based on research by the Harvard Business Review](#)).

# Channels & Integrations

## Channels

- **Intelligent Technician** can be placed on organization's website, mobile app or channels like MS Teams and Slack.



## Integrations

- **Intelligent Technician** comes with ready integration with Ticketing Tools like JIRA and can be integrated with any Ticketing tool using APIs
- It can also be integrated with any "Line of Business Applications (LOBs)"



Thank you

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