



eBook

Intelligent ways how automation can redesign traditional IT Service Desk: A Guide

Higher user expectations. Increased responsibility. Staying abreast of the latest technology but within the budget. Limited resources to offer cost-effective solutions. Wrestle with loads of daily requests.

Yes, you heard it right! These are a few challenges faced by IT Service Desks. Being the backbone of modern enterprises, the IT Desk supports many technologies, serves as a connective tissue between the technology operations and core business activities, manages third party relationships with out-sourcing providers, and delivers quality services to the end-users.

Keeping your IT Desk running smoothly can be an endless challenge. And the only solution is - **Auto-mation.**

Contrary to the fact IT Automation will replace internal IT staffs, studies say automation will actually increase the department's effectiveness reducing the hard labour of manual work while enhancing employee satisfaction.

Why your IT Desk needs automation

Consider some of the top issues your IT Desk receives regularly.

1. What is the WiFi password?
2. How can I reset my password?
3. Can you help me with installing the printer?
4. I want to install a VPN.
5. I need help with setting up my webmail account.
6. Issues with my OneDrive
7. I cannot send emails

Now imagine how mind-numbing it would be for your IT Desk professionals to solve monotonous issues over and over again. Instead, how convenient it would be if we could automate all these tasks with an AI-powered chatbot that is readily available round the clock.

Jenie AI Chatbot promises to revolutionize the IT support landscape, improving the overall ITSM efficiency and productivity. It is a next-gen tool where your employees can interact as they would to a friend and get the issues resolved automatically with no manual intervention. All they need to do is type in and send a message in any preferred language. The bot understands different languages!

With a conversational UI supported by NLP (Natural Language Processing), Jenie AI Chatbot solves all the above-listed simple queries, and even more. It is their virtual assistant that is available 24x7.

Without replacing human representatives, automation will free your staff from doing low-value, repetitive tasks to concentrate on high-level functions, business-facing roles. This hybrid approach will allow for a more rounded and holistic technology user experience

Ways you can leverage Service Desk automation

Consider these areas to boost the efficiency and performance of your Service Desk:

Employee onboarding

Onboarding requires an exhaustive list of tasks, even if it is for recruiting just a single candidate. For instance, issuing ID cards, paperwork like appointment orders, IT support like setting up a mail account, installing VPN, installing devices like printer, etc. Automation of such tasks with AI bot can help streamline the process and save a lot of time while positively impacting your Service Desk team. Above all, it improves the new hire's experience as they get your company's first impression.

Answering common queries

AI bots can understand the context of user queries, retrieve information from a knowledge base, and present answers. By integrating knowledge base articles with the bot, you define its intelligence to answer the commonly asked user questions. You can tailor the questions to suit your business needs. It could be as simple as, e.g., "How to change existing Office 365 'Group' to a 'Team'?" or "What is the difference between a Team and a Channel?" In some cases, bots can present the users with guides and support links, eliminating IT support dependency, thus acting as a self-service portal.

A truly well-designed knowledge base or knowledge architecture is imperative to creating a satisfying and happier user experience.

Customer feedback

A Service Desk's performance is measured on factors such as the average response time, rate of resolution, cost per ticket, trends in ticket volume, utilization of resources, etc. Out of all, the most reliable one is customer satisfaction. Companies either send feedback surveys regularly, which is a manual process and could be put off easily. Or they may ask the employees to rate the quality after every service is delivered. But what if it cannot be encapsulated within the rating score of 0-10. This is where automation steps in.

Chatbots offer a better feedback loop to improve your relationship with your end-users and provides better insights. Whether it is "The agent didn't understand my problem" or "Delivery was speedy", customers can express their thoughts with emoticons. The AI capability helps in understanding the user's sentiment and provides an analysis of high-volume chat messages.

Route requests to the right agents

When a support ticket is dropped into the queue, it passes two to three different stages before reaching the right agent's hands. Ticket triaging is a painstaking task that may lead to bottlenecks hurting customer experience.

For instance:

A ticket "MS Teams often crashing" handled by a member "Sam" comes in again, but he hasn't turned up yet. Do you keep the ticket waiting in the queue? Among a sea of requests, do you allow the team to cherry-pick the ones they consider high-priority? Then what about the plight of the customers who need simple fixes?

To get rid of chaos and compromise on customer satisfaction, set in place the automated smart routing. When a ticket is raised, the AI-powered bot identifies the ticket's context from the words of the subject line and routes it to the right agent. At the back end, your team can configure the skills of the agents so that the bot matches the ticket and the agent's skill.

Approval workflows

Approval processes are not the same everywhere. Some are straightforward, and some require different levels of approvals depending on the organization. For example, in a large enterprise, an employee raises a ticket to the IT Desk requesting an laptop. The IT Desk would want to seek the approval from the requester's reporting manager and the department head and maybe even from the IT team's concerned authorities. This roundabout routing is time-consuming, and chances are they are either lost or stuck at one end for long.

By customizing approval workflows, all requests that need approvals are auto-routed to the approving authorities, who get real-time notifications. They can choose to approve or reject instantly so that employees do not have to waste time waiting and tracking the status of their requests.

Jenie AI Chatbot



Automation is here to stay

The consumerization of IT (CoIT), a tendency in which new information technology first enters into the consumer space and then spreads into the business environment, has risen significantly with more tech-savvy workers are seeking quicker solutions even at the workplace. According to a Service Desk Institute Survey, 47% of service desks see increased demand for business intelligence and big data in the immediate future. IT preferences continue to change frequently as the digital environment continues to evolve, and hence harnessing emergent technologies and innovative approaches can help drive your business. In fact, it is predicted that the use of cognitive platforms and autonomics could drive a 60% reduction in the cost of IT services. What more! Start your automation journey today.



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