

Up to 49% decrease in ticket – and call – volumes with automated chat and Virtual Agents

Delivering Virtual Agents and proactive Live Chat solutions for HelpDesks and ServiceDesks

Challenges for help desk providers

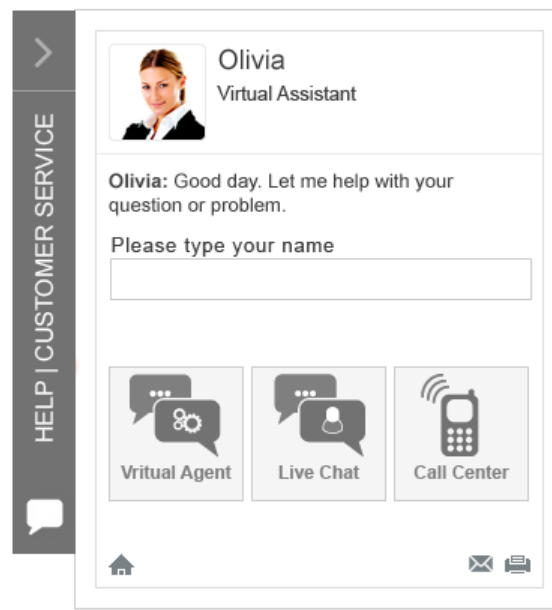
Traditional HelpDesk is undergoing through significant changes nowadays.

Chat and self-service is outgunning traditional calling or a walk-up.

InteliWISE enables help desk service providers to add an industry-leading solutions for chat and Virtual Agent self-help.

Today's traditional HelpDesks require a new set of tools because:

- Text chat and social channels are being increasingly used as a contact method
- Young, tech savvy helpdesk users are inclined towards using self-service tools
- Cloud services have an increasing pressure on cost of support services.



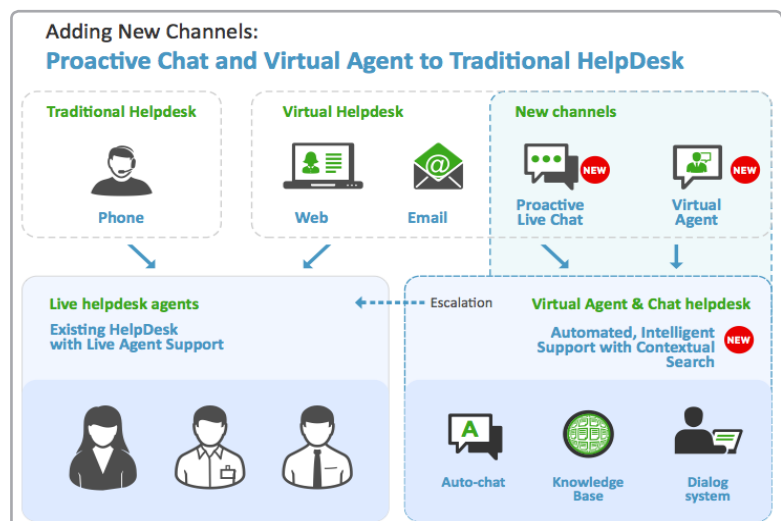
Example of Virtual Agent and Live Chat deployed in the Virtual HelpDesk

Virtual Agent and Proactive Chat

That's why InteliWISE is helping traditional help desk and service desk operators in converting to more automated and intelligent, Virtual HelpDesks.

Our automated & live software tools help in:

- **Adding chat & self-service channels** to traditional call and walk-up channel
- **Migration** from help desk with high volume of calls **to intelligent service desks**
- **Decreasing total cost of service**, specifically of low-margin projects
- **Adding real-time** reporting with chat transcripts



Examples of frequent customer tickets and “How do I ... “ problems solved by an automated Virtual Agent

- ✓ How to reimburse delegation
- ✓ How to reset password in corp
- ✓ Who is responsible for keeping employees informed about labor law and rules of safety in the workplace?
- ✓ I lost my token, need a new one
- ✓ How to log in to video conference
- ✓ Software installation request
- ✓ I’m looking for eetics contact details
- ✓ How to update semantic endpoint protection
- ✓ I need to change owner of two e-mail generic accounts

Key Features

- A hybrid of Proactive Live Chat and Automated Q&A Virtual Agent
- Intelligent Transferring from / to live chat and Virtual Agent
- Chat queue & routing management
- Integrations with Data Bases (Active Directory)
- Automatic user authentication – identify users by name
- Device & System Agnostic (PC, iOS, Android)
- Full cloud-based with SuperSecure package
- Powerful Analytics with chat scripts
- Multi-language (with automated translation engines)

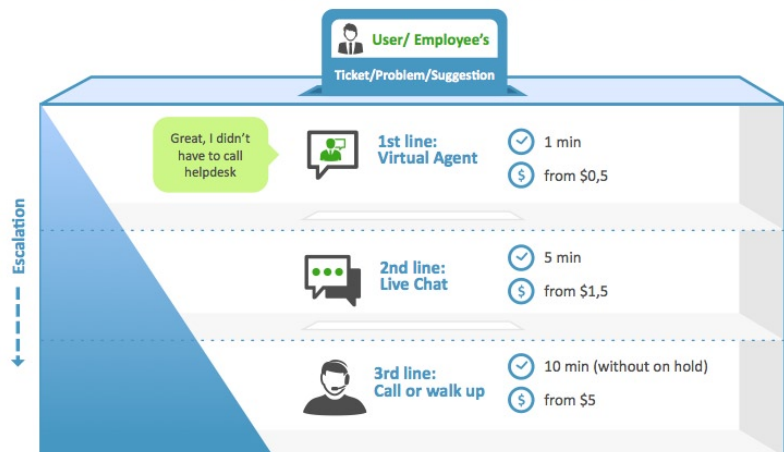
Partner for global help desk providers

InteliWISE is a partnering with a number of global, leading helpdesk and servicedesk service providers. Our solutions are being added to a traditional call or email services, creating a truly multichannel, virtual helpdesk with both intelligent, automated and live agent support.

Exemplary results or ROI in different projects:

- **Up to 49% decrease of tickets**, of low- and med- priority issues sent to helpdesk, and automated with Virtual Assistant
- **At least 80% satisfaction rate** from the Virtual HelpDesk, with more than 35% “I didn’t have to call servicedesk” responses.

Using Automated Chat and Virtual Agent To Optimize HelpDesk Productivity and Cost



Contact

If you are interested in converting your traditional helpdesk into a modern, chat-phone and self-service support, contact us.

info@inteliwise.com

phone: +48 503 007 654

QR code

