

CONVERSATIONAL AI USE CASE

HELPING THEIT HELP DESK

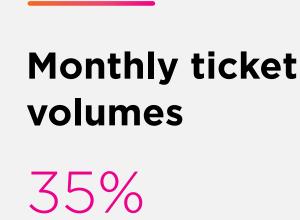


Since the pandemic, IT help desks have been overwhelmed with requests for assistance. Conversational artificial intelligence (AI) and automation are ideal for helping them resolve employee issues quickly, boost productivity, and improve satisfaction while handling higher volumes.

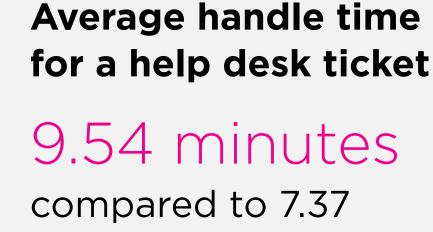
REMOTE WORKERS OVERWHELM THE IT HELP DESK

IT help desks were bombarded with issues as remote working led to the rapid introduction of

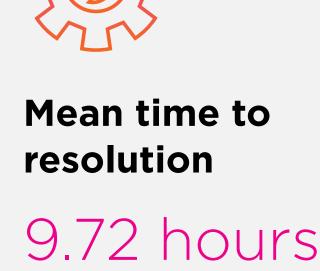
new technologies for many employees.



increase compared to pre-pandemic



pre-pandemic



hours pre-pandemic

compared to 6.18



EMPLOYEE SATISFACTION GOES DOWN AS VOLUME GOES UP

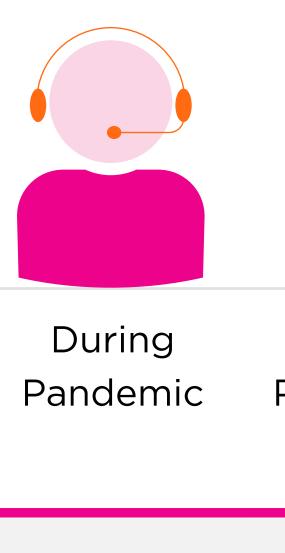
25% 17%

Percentage of employees dissatisfied with

Percentage of help desk staff dissatisfied with their jobs

IT help desk

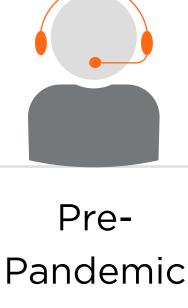
service



During

33%

Pandemic



23%

Pre-

Pandemic

THE IMPORTANCE OF THE IT HELP DESK CONTINUES **TO GROW**



role in helping employees move seamlessly between the workplace, home, and places in between.

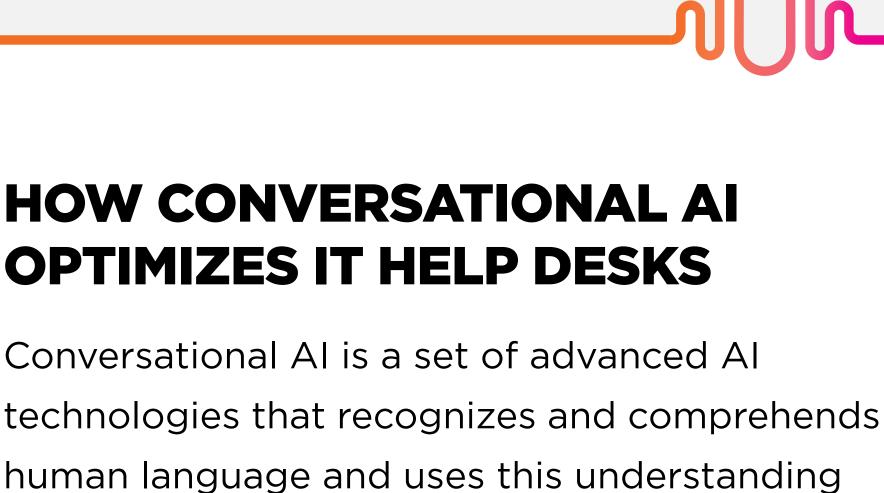
66% 44% of employers are of the workforce looking to redesign is expected to

With hybrid work models, return-to-work and

enablement, and other evolving technologies,

IT help desks will continue to play an essential

desk reservation applications, hot desk



across multiple channels.

post-interaction analytics.

Automated self-service

In-call guidance

issues faster.

the workplace for

hybrid work



work remotely

to optimize and analyze conversations in and

With a platform of conversational Al capa-

optimize the entire IT help desk experience,

from self-service to staff-assisted service to

bilities, IT help desks can automate and

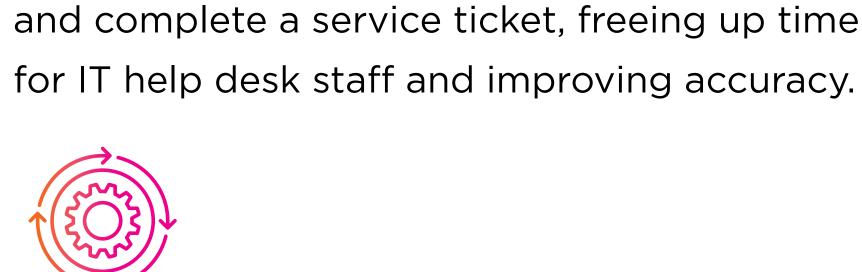
assistant (IVA), across voice and web, offloads interactions while accelerating resolution.

Conversational AI understands employees'

real intent to help the IT help desk resolve

An Al platform can automatically create, update,

Personalized self-service via an intelligent virtual



A platform with automated commitment/ follow-up management automatically identifies

Automated workflow

Automated service tickets

Deep insight from post-interaction analytics Conversational AI and interaction analytics can automatically monitor and score quality and

provide feedback to staff and supervisors.

ADOPTING A CONVERSATIONAL

and performs tasks related to completing

service tickets as well as other requirements.

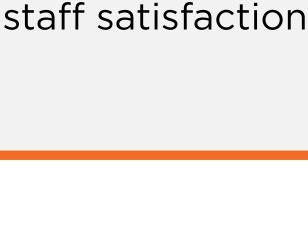


conversation to:

Accelerate

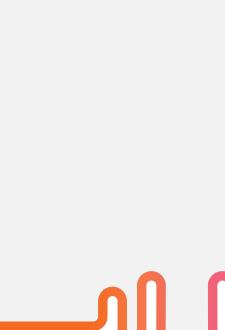
resolution

Sustain business Enhance IT help desk performance productivity during



Increase employee

and IT help desk



business model

changes

Improve

effectiveness

uniphore **M** www.uniphore.com

Uniphore is the global leader in Conversational Automation, which

combines the power of artificial intelligence, automation technology and

machine learning. Uniphore is disrupting an outdated customer service model by bridging the gap between humans and machines by focusing on conversations. We make it possible for every conversation, on every call, to Uniphore delivers innovative solutions across a flexible platform to enable organizations to provide a better customer experience. This includes intelligent conversational self-service, real-time conversational analytics, versatile agent co-piloting, intent detection, agent coaching, quality

Trend Index, World Economic Forum: The Future of Jobs Report 2020

operational efficiencies.

Sources: "Helpdesk Meltdown Due to Absenteeism, Low Morale and Increased Workload," Cliff Saran, ComputerWeekly; Microsoft 2021 Work

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be truly heard.

assurance, regulatory compliance, and automated after-call work. With

Conversational Automation, enterprises can now engage their customers

to effectively build loyalty, improve customer experience and realize