Chatbot for IT Helpdesk/ITSM
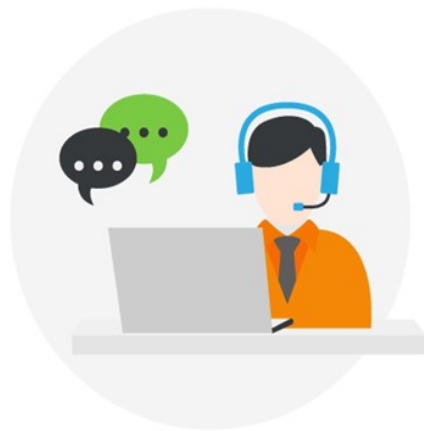
BOTS FOR BUSINESS

AT A GLANCE

Global Services Company based in the USA

INDUSTRY- Insurance

SOLUTION- Natural language and AI enabled Chatbot that integrates with IT Helpdesk system ServiceNow to provide support from a text/ voice interface quickly.

ABOUT CHYME

Chyme is an AI and Natural Language powered Bots Platform. Chyme enables a Conversational Interface (Chatbots) with systems like SAP, Salesforce, Oracle, ServiceNow, and others to Simplify Work. Chyme is a product from Unvired Inc., a Digital/ Mobile Platforms and Solutions company headquartered in Houston, Texas, USA.

BUSINESS CHALLENGES:

- Provide automated solutions to tedious tasks, such as password resets or navigating a knowledge base, by making them as easy as sending a text or giving a spoken command.

- Simplify complicated IT processes and minimize employee frustration.

- Need to increase agent productivity while reducing Helpdesk costs.

- Need to provide 24/7 IT support to keep business users productive.

- Provide easy access to support. Ticketing interfaces require too much effort.

SOLUTION-

- AI and Natural Language Processing (NLP) enabled Chatbot/Conversational Interface for both Agents & End Users, to provide support on Incident Management, Knowledge Base search, and send real-time alerts.

- Out of the box Integration with ServiceNow and provision for other ITSM platforms.

- **Automation:** Repetitive tasks like Reset Passwords are handled by the bots providing instant solutions to users and freeing up agents for more productive work.

- **Knowledge Base search:** AI-powered bots provide the most relevant solution to users' problems based on historical effectiveness.

- **Handover to Human Agent:** Alert Helpdesk staff whenever human intervention is needed, so they can focus on more complex queries.

Julia North
Reset my Windows Password

IT Help Desk Assistant
Hey Julia! Done. Check your email for the password link and reset your password. Can I be of assistance to you for anything else?

Julia North
My iPhone is not able to connect to the office VPN after the IOS upgrade.

IT Help Desk Assistant
iOS no more supports PPTP VPN. Here's a step by step guide to connect your iPhone to the office VPN
Connect iOS to the Office VPN iOS no more supports PPTP VPN. Use the following steps to connect to the office VPN:...

- **Omni-Channel interaction** from popular messengers like Skype for Business, Facebook Workplace/Messenger, Slack, Cisco Spark, Google Assistant and others.

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Linkedin.com/showcase chymebot/

youtube.com/c/chymebot

- **Technology:** Chyme Bots Builder, Conversation Builder, Award-winning Natural Language Processing (NLP) engine, Open source AI/Machine learning tools.

BENEFITS-

- Allows IT service desk agents to focus on more complex queries, therefore saving time and cost while greatly improving support efficiency.

- Simpler Self Service to resolve search queries.

- Reduced support hours & cost of repetitive tasks.

- Relevant, responsive incident reporting.

- Easy system access and asset related requests.

- Increased speed of support.