

Intelligent Service Desk

Save time and costs with automated service desk

Leave routine requests to our Digital Agent who is **available 24x7**. It significantly reduces IT support costs and allows the support team to focus on important requests. With our AI-driven platform, you can **automate up to 84% of service desk interactions**.

 **84 %**

of fully automated calls

 **24x7**

availability

 **51 %**

reduction of human effort



Strong prediction

Our Digital Agent first tries to **predict the real cause of the interaction** from the available data and propose the right solution. If it does not have any, it starts to ask specific questions.

It can cover for example:

- Password reset/change
- Account unlock
- FAQs

If the employee **blocked his/her account** or incorrectly entered a password, the digital agent **recognizes that in the system** and goes straight to the point.



predicts 70 % of call reasons

DIGITAL AGENT



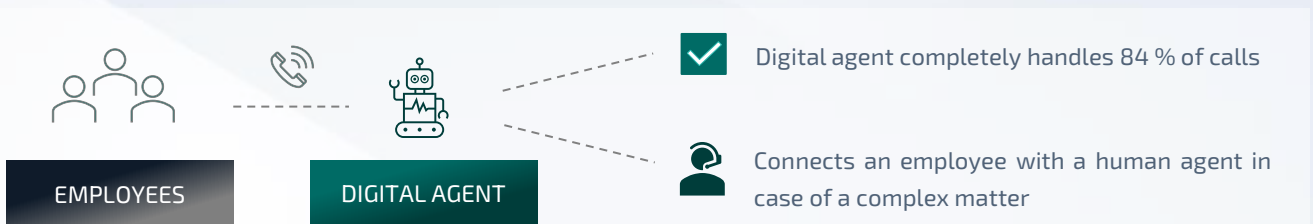
I see that that you probably forgot your password. Your account is currently blocked. Do you wish to reset your password? It will take us only few seconds.





Digital agent:

- Authenticates employees by name, employee ID, voice biometry, or any other information.
- Handles the interaction automatically without the participation of a human agent.
- Sends automatic notifications: it informs the employee once his/her ticket is solved.
- It immediately connects the employee with a human operator if the predictive model indicates a more complex request.



2 weeks to set your digital agent



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