

Espressive and AWS



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Espressive Barista Solves Key Issues Faced by Enterprise Help Desks

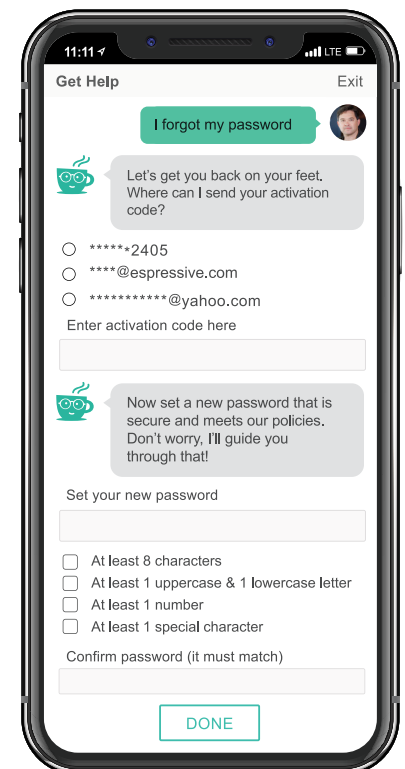
Espressive leverages the power of Amazon Web Services (AWS) to deliver Espressive Barista, our AI-based virtual support agent, as a cloud-based SaaS service. Barista brings the ease of consumer virtual assistants, such as Amazon Alexa, into the workplace to solve key issues faced by IT and other departments across the enterprise who own help desks.

Barista Automates Resolution of Employee Questions with AI

- One place for employees to request and receive help
- High accuracy reduces help desk calls up to 70%
- Billions of employee phrases understood on day one
- Increases value from existing content and learns on the fly
- Omni-channel (including Slack, email, etc.) drives employee adoption to 80% or more

The most common issue that help desks face is they are inundated with calls and email from employees asking for help, and most ask the same questions over and over again. When call and email volume is high, response times are slow, so frustrated employees lose productivity. The bottom line for IT is that the CIO's budget gets spent answering repetitive calls versus delivering on strategic initiatives.

Imagine a world where self-help was automated with immediate, personalized answers to employee questions, and where employees were assisted through workflow-based experiences like password reset and employee onboarding without ever talking to a help desk agent. In that world, employees would be so happy with the experience that they would adopt the self-help tool and repetitive questions would disappear. That world is a reality with Barista.



“Nearly half of contacts made to the IT service desk take place over the phone, and nearly one-third take place over free-form email for the 73% of IT service desks that use it.”

– Gartner, “3 Simple Ways IT Service Desks Should Handle Incidents and Requests,”
Chris Matchett, March 5, 2018.

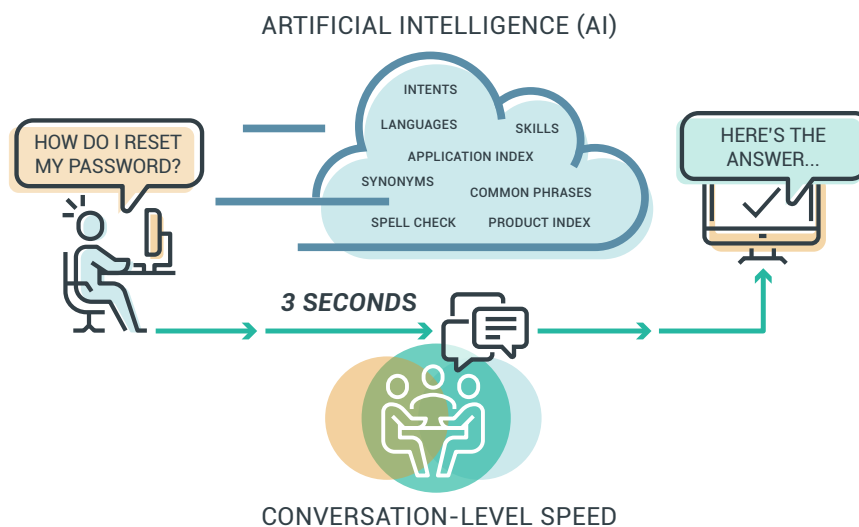
The Challenge with Traditional ITSM Tools

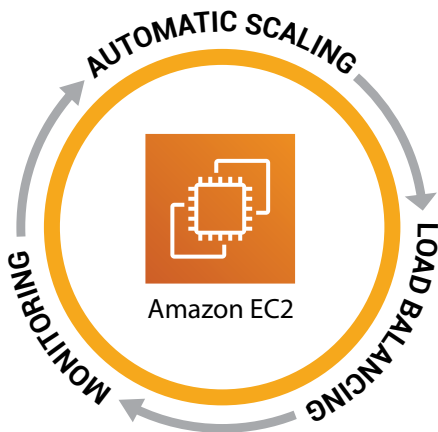
Why are help desks faced with the issue of high call and email volume? There is a consumer mentality around increasingly personalized service and instant gratification that has bled into the workplace. Traditional IT service management tools (ITSM), such as portals and knowledge base articles, are too complex to use. As a result, employees find it far easier to pick up the phone or send an email.

Our goal at Espressive is to help enterprises realize a return on the investment that they have made in ITSM tools and knowledge base articles by integrating them with an AI-based virtual support agent that goes far beyond keyword search to deliver what employees want: a consumer-like experience. Barista redefines how employees get help by automating resolution of employee questions with AI.

How AWS Helps Espressive Deliver a Consumer-like Virtual Support Agent

Consumer virtual assistants have three core attributes: they are easy to use, they offer maximum accessibility, and they deliver conversation-level speed. Espressive designed Barista to be inherently intuitive and accessible. And, as an APN Advanced Technology Partner, Espressive leverages the power of AWS to deliver Barista as a cloud-based SaaS service with the speed and resiliency of consumer-based apps for enterprise customers.





Modern Apps Require a Modern Architecture

Unlike legacy ITSM solutions that use per-customer virtual machines (VMs), which have performance upper limits, Barista takes advantage of an elastic architecture with a modern, container-based design.

- The AWS EC2 architecture supports the performance requirements of AI-based applications
- AWS multiple data center availability, combined with the stateless connectivity of Barista, ensure maximum availability
- The Barista container-based architecture leverages the on-demand scalability of AWS to deliver continued performance, even at peak loads with thousands of simultaneous users

With Espressive and AWS, Use Cases Have No Limits

USE CASE



Access Requests



Laptop Refresh

PROBLEM

- Granting access to applications was taking a disproportionate amount of time from help desk agents
- Waiting for application access was causing employees to lose productivity

- Aging laptops were creating a financial risk
- Asset management was costly
- Managing requests was cumbersome

SOLUTION

- Barista automates the process of granting access to applications via the Okta API
- Barista integration with ServiceNow enables automatic generation of software entitlement information

- Barista proactively notifies employees when laptops need refreshing
- Employees have an Amazon-like shopping experience
- Delivery is automatically coordinated for remote employees

RESULTS

- Deflection rate for all help desk requests (not just application access) reached 40% just six weeks after deploying Barista
- Productivity was significantly improved for both help desk agents and employees

- Over 300 laptops were refreshed in the initial global rollout
- The program has been highly adopted due to a “fun” employee experience
- Saves time, reduces financial risk, and keeps employees productive



ESPRESSIVE is the pioneer in automating digital workplace assistance, redefining how employees get help by delivering exceptional employee experiences. Barista, our VSA, takes on the role of the service agent, bringing the best of human experience with the best of artificial intelligence. Barista automates resolution of employee questions with personalized experiences that result in employee adoption of 80 to 85% and reduced help desk call volume of 50 to 70% . Visit us at [Espressive.com](https://www.espressive.com) to learn more and [request a demo](#).