Espressive!
Exceptional employee experiences

Espressive Barista – Our AI-based VSA

Barista Redefines How Employees Get Help

Espressive Barista, our virtual support agent (VSA), brings the ease of consumer virtual assistants, such as Alexa and Google Home, into the workplace, delivering a personalized user experience that maximizes employee adoption and reduces help desk call volume.

50 to 60% Employee Adoption

Barista provides employees with answers, proactively notifies them of outages or other important events, and continues to interact with them throughout the entire lifecycle of their requests. Barista also helps guide employees through complex processes with ease, such as new hire onboarding, password reset, vacation requests, and more.

30 to 50% Reduced Call Volume

Barista enables help desk agents to focus on what matters most by automatically answering questions and resolving issues. If Barista opens a case, it is prioritized and routed to the right team with context. When outages occur, Barista automates detection and notification, and categorizes outage related tickets to a parent. Barista also simplifies catalog creation.

Why Employees Adopt Barista

Employees adopt Barista because they get what they want – a consumer-like app experience that is available on both mobile and desktop. With Barista, they go one place for all questions and they get immediate, personalized answers. When Barista does engage an expert, Barista stays in the conversation through resolution. That gives employees time back in the day making them more productive and increasing their job satisfaction.

- Provides personalized answers to questions and resolution to issues
- Guides employees through complex processes
- Engages an expert and stays in the conversation through resolution
- Provides easy to access contact information for your team
- Proactively notifies of outages or other announcements
- Provides an Amazon-like shopping experience

Why Help Desk Agents are Thrilled

Help desk agents are thrilled because their productivity goes way up and becomes focused on strategic work versus answering the same question over and over again. Agents are no longer inundated with calls, emails, and tickets related to outages, and the time spent gathering context and rerouting tickets goes down as well. Catalog creation becomes something that is easily done in house, so outsourcing or long hours are no longer required for an exceptional employee shopping experience. And the great news is that Barista has ITSM tool integration.

- Automates answering of questions and resolution of issues
- Automates outage detection and notification; tickets are categorized to a parent
- Machine learning predicts fields in ITSM such as category
- Tickets are routed to the right team with context
- Integrates into ServiceNow, Workday, Slack, and more.
- Integrates into existing ITSM tools

Barista Changes Everything with Exceptional Employee Experiences

What does it mean when you are able to achieve employee adoption rates of 50 to 60% and reduce help desk calls by 30 to 50%?

Here's what it means to the CIO:

- Moving budget from answering questions to strategic programs
- Furthering the AI initiative for your enterprise
- Inheriting AI talent that you didn't have to hire
- Improving the perception of IT enterprise wide
- Significantly reducing mean time to resolve (MTTR)

Barista Case Management – Easy but Powerful

Chances are IT has an IT service management (ITSM) tool that works for them but is too expensive and complex to deploy across the enterprise. Barista Case Management is an easy but powerful way for internal service providers such as HR, Payroll, Facilities, and Sales Operations to improve the experience and quality of support that they offer to employees.

With Barista, IT can keep using their tool, while the rest of the enterprise can use Barista Case Management. Barista is smart and can predict which team can handle a given request, so employees no longer need to guess which team can help. Barista does that for them.

Barista Case Management benefits:

- Simple and fast for internal teams to use
- Focus on interacting with employees vs. filling out fields
- Easily set up new departments and teams in minutes

Barista Speaks the Language of Employees

Unlike competitors who provide a toolkit for building dialogue trees that require AI experts and linguists to develop, Barista comes out of the box with an Employee Language Cloud which includes an extensive vocabulary tailored to the workplace so that Barista can speak the language of employees from day one.

Barista is literally capable of understanding 15 million things without any customer input and learns on the fly with each and every employee experience to get even smarter over time. And because enterprises are global, Barista is multi-lingual so your help desk doesn't need to be.
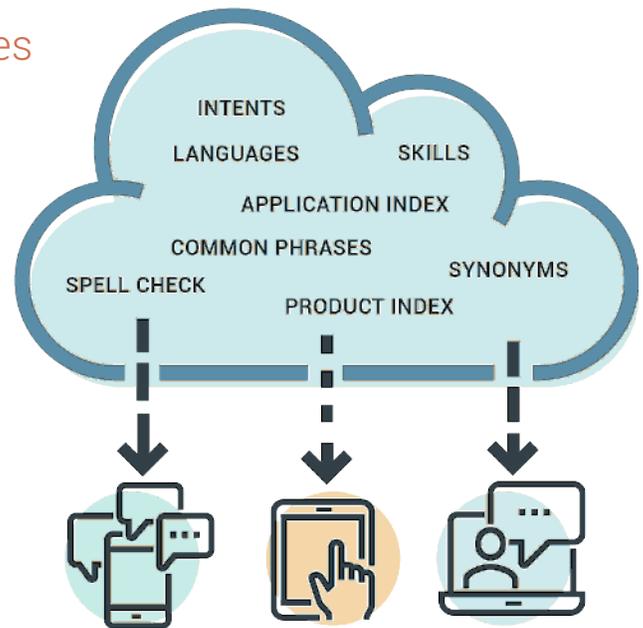
Barista Reference Catalog – The Better Way to Create a Catalog and Shop

Traditional ITSM catalog creation requires design and coding skills, as well as knowledge about the ever-changing product landscape. Because of this, catalogs are often outsourced costing both time and money. After all of that, employees still complain that the shopping experience isn't easy, and they can't find what they need. There has to be a better way.

The Barista Reference Catalog offers tens of thousands of items, enabling catalog creation in minutes. Employees have an Amazon-like shopping experience which means they can find what they need online without your help. And when the product landscape changes you are automatically notified so the catalog is up to date. Barista also integrates into existing ITSM tools for fulfillment, so you maintain your investment and you get a great consumer-like catalog.
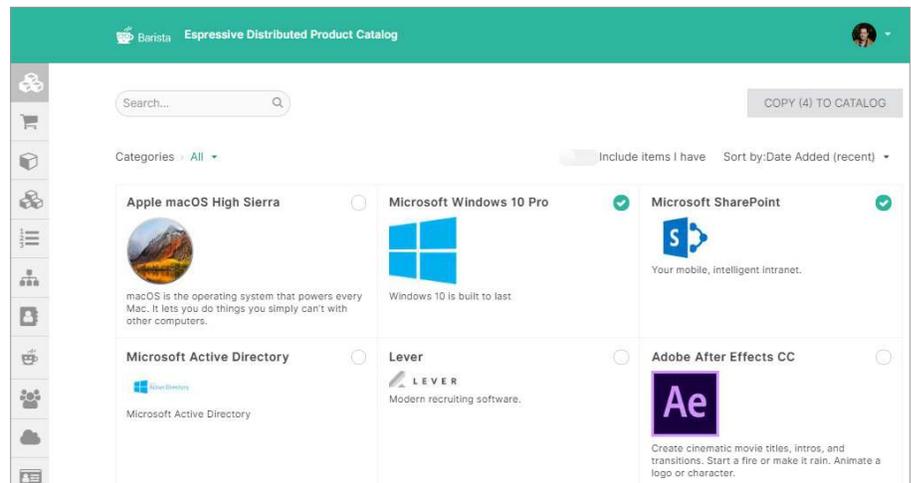
Customer Success –
AI Talent Just Joined Your Team

When you decide on Espressive, we commit to your success. We focus our AI experts on ensuring that you get the best return on investment. Because of that, you don't need to hire expensive AI talent — it's part of the deal. And our commitment to your success is continuous. Unlike some vendors who walk away before you are ready, we are there when you become a customer and throughout the life of your subscription.

MEET BARISTA!

The most important **app** of the day.
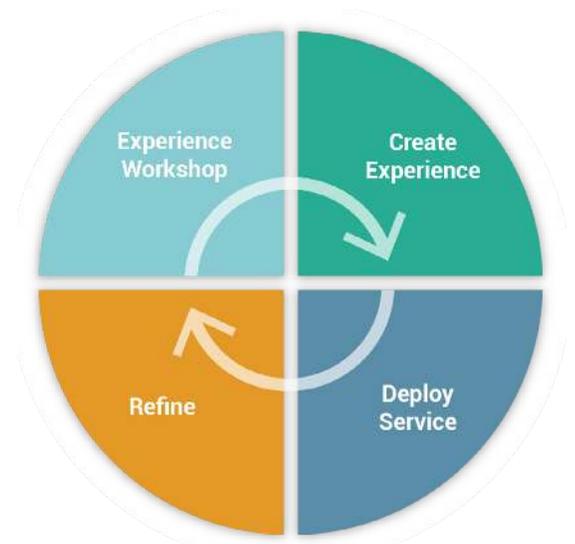
Barista Awareness Campaigns –
Helping Your Employees Fall in Love

The number one thing to make or break your Barista launch is employee adoption, so we make that easy for you too. We offer a set of Barista Awareness Campaigns for you to choose from and then adapt the campaign to your brand. You pick from multiple vehicles including emails, tent cards, posters and more to ensure that your employees get excited to try Barista. We are committed to your success in every way, and helping your employees fall in love is one of our favorite things to do.