



Help Desk
Call Deflection



Automatic
Outage Detection



Amazon-like
Shopping Experience

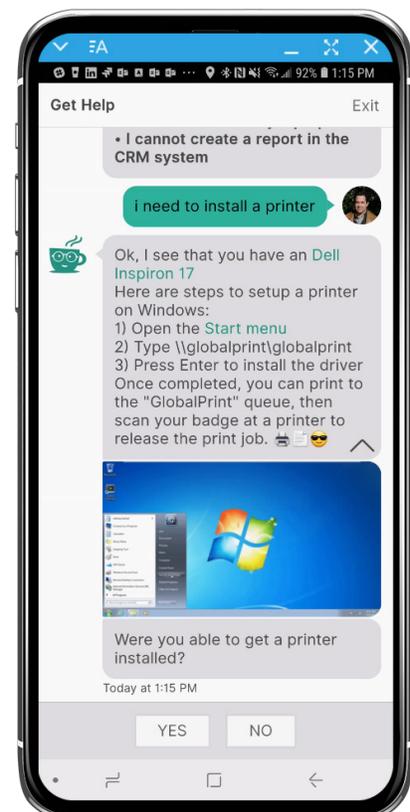
Barista for IT

Barista, our AI-based virtual support agent (VSA), redefines how employees get help across the enterprise, including IT. With Barista, IT sees dramatic improvements in help desk productivity and enterprises are able to further business initiatives like reducing mean time to resolve (MTTR) and improving the internal employee net promoter score (NPS).

Help Desk Call Deflection

0.36% Is the industry average call deflection rate resulting from an employee receiving an answer to a question or resolution to an issue from a knowledge base article.

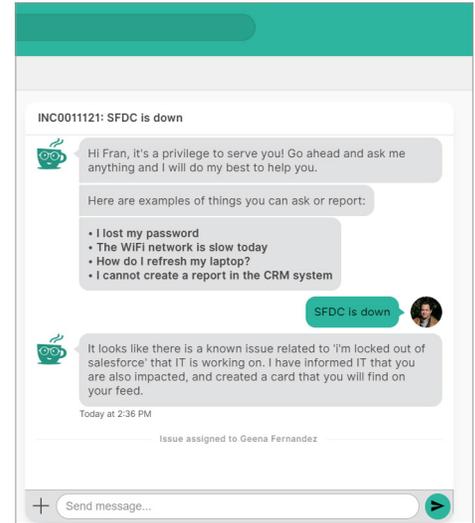
Your IT experts spend countless hours building the IT service portal and creating and updating knowledge base articles. That doesn't make sense when portals aren't making an impact. Employee adoption of portals is 10 to 15%, which means your help desk agents are overwhelmed by having to answer the same questions over and over again. With AI built in, Barista automates the answering of questions and resolution of issues so well that our customers report reduced help desk call volume between 30 and 50%. That means your experts can focus on key business initiative.



Automate Outage Detection

30 to 45% of IT's time goes to detection and identification of outages after they have occurred.

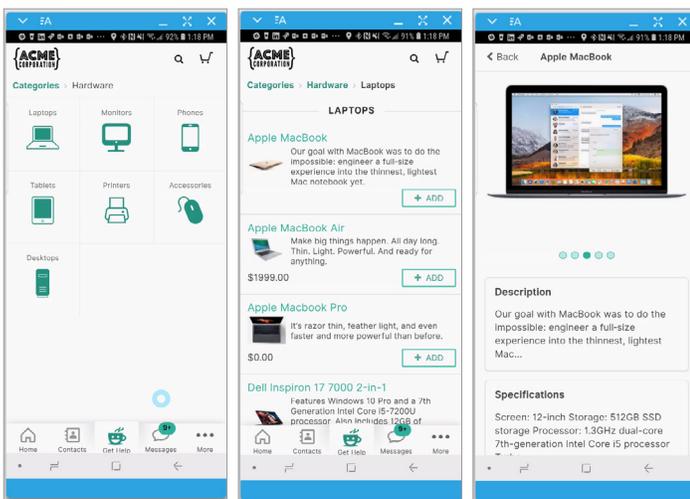
Outages are hard to predict, but when they occur they create a heavy load on an already overworked help desk team. Barista automatically identifies outages based on employee issues. Once this occurs, Barista can proactively notify employees of the outage and automatically respond to each inquiry that is outage related, resulting in a 40% increase in help desk productivity during these times. Barista also eliminates much of the post outage manual work in ITSM tools by automatically categorizing outage related tickets to a parent so IT can deal with a single ticket versus hundreds or thousands.



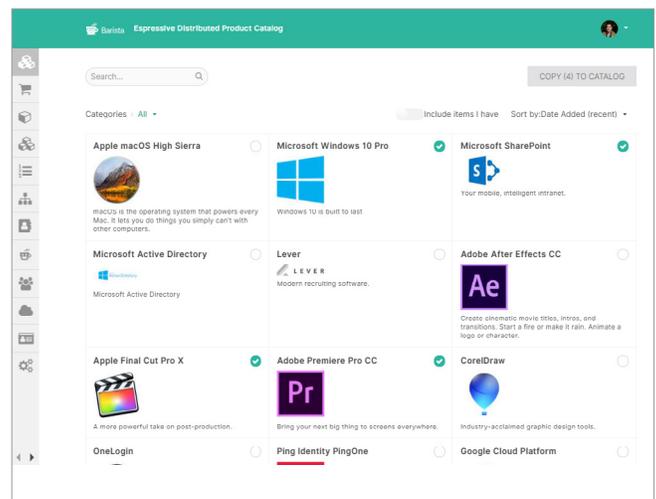
Amazon-like Shopping Experience

Barista makes quality catalog creation fast and easy and notifies your catalog manager when the product landscape is changing so that you are always up to date. In addition, Barista integrates into your existing ITSM tool for fulfillment, so you get the best of both worlds – you maintain your investment while you get a great consumer-like catalog. The result is an Amazon-like experience for your employees, which means employee adoption and satisfaction is high while resources (time and money) to create the catalog are significantly reduced.

The Employee Shopping Experience



The Catalog Creation Experience



ABOUT EXPRESSIVE Expressive is the pioneer in AI for enterprise service management (ESM), redefining how employees get help by delivering exceptional employee experiences. Barista, our VSA, brings the ease of consumer virtual assistants, such as Alexa and Google Home, into the workplace. Barista delivers a personalized user experience that results in employee adoption of 50 to 60% and reduced help desk call volume of 30 to 50%. Visit us at [Expressive.com](https://www.expressive.com) to learn more and [request a demo](#).

