Espressive!
Exceptional employee experiences

Make it Easy to Report Problems

Simplify Employee Registration and Check-In

Report Laptop Issues

Barista QR Codes

> Barista, our AI-based virtual support agent (VSA), uses contextual QR codes to deliver a new way to engage with your employees. QR codes eliminate the friction associated with reporting IT problems, checking into the service desk, reporting laptop issues, and more. By integrating with your configuration management database (CMDB) or leveraging your employee asset data, Barista makes it easy for employees to raise their hands for help. This improves employee productivity and satisfaction while helping enterprises save significant time and money.

Make it Easy to Report Problems

One way that enterprises use Barista QR codes is to enable quick and easy problem reporting. Employees have day jobs with little time to spare. So, when they identify a problem in a work location (e.g., a conference room) or with a shared resource (e.g., collaboration system, network printer, a projector), those problems often go unreported. Even if employees want to help, they may have no idea how to report the problem. Should a paper jam be reported to IT or facilities? Who do they call if the printer is not responsive? As a result, employees move on to another location or shared resource. By the time employees return to their workspaces, the issue is no longer top of mind. Hence, problems go unreported.

With Barista QR codes, problem reporting begins when an employee scans a QR code using any iOS or Android device. Barista immediately knows the employee's location or the shared resource in question and asks for relevant information. Once the employee provides the information, Barista creates the appropriate request, with the right department, on behalf of the employee. So, the next time the employee goes to use the location or shared resource, the problem should be resolved. This saves significant time and expense for enterprises.
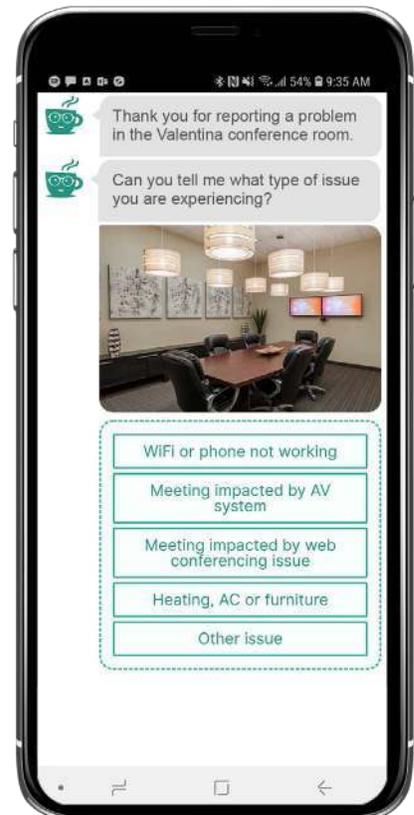
## Simplify Employee Registration and Check-In

Barista QR codes can be leveraged for simplifying registration for everything from service centers to events (e.g., IT Service Kiosk). Upon arrival at the check-in area, employees scan a QR code to launch an easy to follow Barista experience, eliminating the frustration of waiting in a long line just to sign in or filling out a cumbersome registration form. Behind the scenes, Barista case management is used to process the employee queue. Alternatively, for enterprises with ServiceNow, Barista provides seamless integration, so the queue can be managed from there. Once registered, Barista proactively notifies employees when it is their turn.
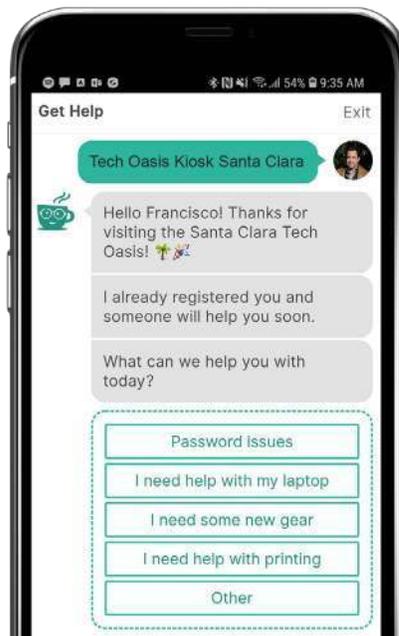
Report Laptop Issues

Nothing is more frustrating to an employee than contacting the service desk looking for help and to be asked for their personal information and the Configuration Item (CI) on which they are experiencing a problem. Let's face it, employees do not really understand the CMDB, nor should they. They simply need their problems fixed.

With Barista, reporting a laptop issue to the service desk is as simple as scanning the QR code on their device. Barista is fully integrated into your CMDB and takes on the task of ensuring that all of the relevant information is in the ticket, so your team can focus on solving problems instead of filling out forms.
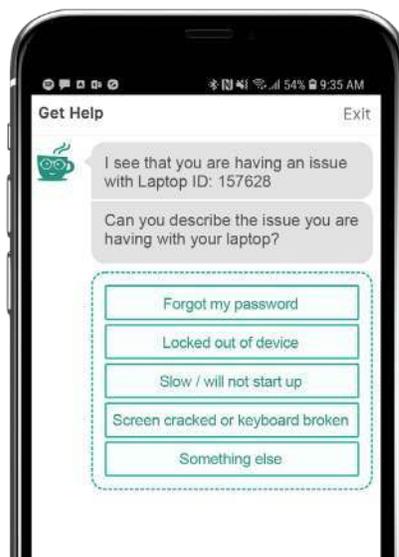
Barista is the only VSA that automates service requests and completes tasks with experiences initiated by scanning QR codes. Use cases for this are only limited by the imagination—which translates to Barista being able to solve problems across the enterprise.