Espressive!
Exceptional employee experiences

Espressive Barista Integration with Cherwell

Give Your Employees an Exceptional Experience While You Improve Your ROI

Cherwell Service Management is a comprehensive service desk verified for eleven ITIL® processes. But its real power is its flexibility. With Cherwell, you can rapidly meet changing and growing demands across the organization, from IT to Facilities, HR, and beyond—all with fewer headaches and lower costs. And, now, Cherwell integrates with Espressive Barista to give you even more value!

Espressive Barista, our AI-based 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 results in 80 to 85% employee adoption and a reduction in service desk call volume of 40 to 60%.

When you integrate Barista with Cherwell, you'll automate resolution of employee questions with AI. Employees will receive an exceptional experience and you'll deflect service tickets, resulting in an improved ROI from your Cherwell deployment.

Key Integration Highlights
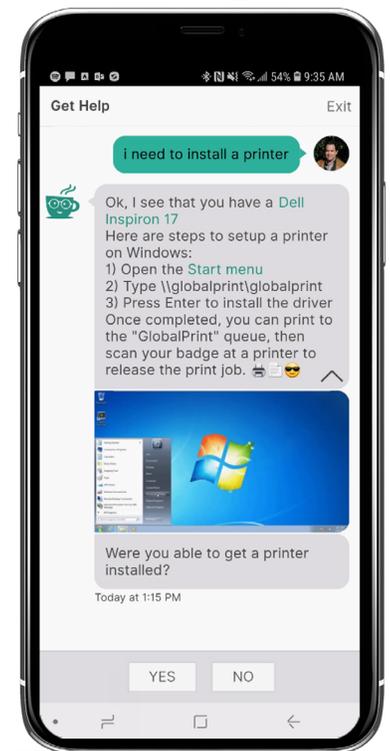
- **Integration With Cherwell**
  Barista works with Cherwell right out of the box. Barista integrates with your existing portal to have your service desk up and running in no time without complex deployment work from your team.

- **Request Classifications**
  Barista knows the difference between an incident and a service request. When Barista creates a ticket for employees the request is automatically prioritized and routed to the correct service agent for resolution.

- **AI That Learns**
  Barista uses machine learning (ML) to learn from your historical Cherwell data. When Barista opens a ticket on behalf of an employee, Barista uses this information to predict fields such as department group, CI, business service, and more.

For more information on Barista, refer to the Espressive Barista Solution Brief.

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