

COVID-19 Rapid Assistance Program

IT help desks are getting hit hard with work from home mandates as a result of COVID-19. Overnight, call volumes rose dramatically, and SLAs became a thing of the past as hold times approached 2 hours.

In response, Espressive is providing a free 90-day Rapid Assistance Program to quickly help enterprise organizations automate, track, and respond to the onslaught of employee questions about working from home. With this program, agents will be able to focus on critical issues for keeping your organization running while ensuring employees are able to be fully productive.

AI-Based Virtual Support Agent and Case Management

The main goal of the Rapid Assistance Program is to significantly reduce calls going to your help desk in a very fast timeframe—often within days. In addition, it will help employees to gain full productivity more quickly, while helping ease some of the stress they are dealing with due to the current situation.

The program includes:

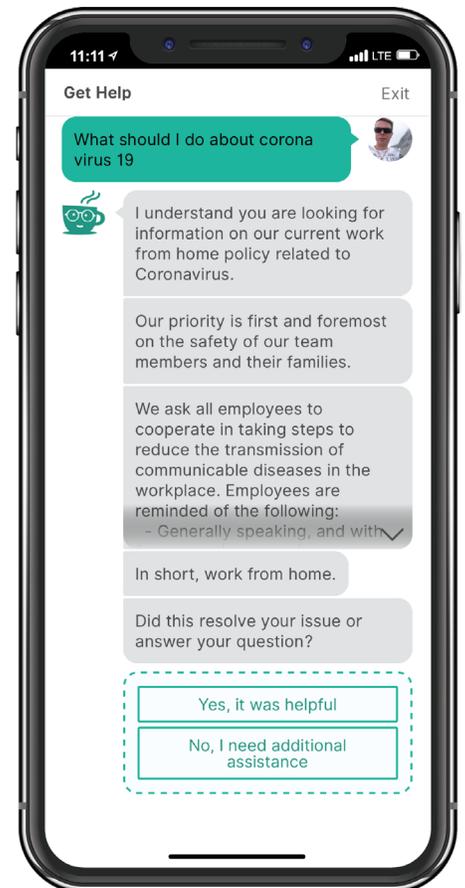
ESPRESSIVE BARISTA Barista is an AI-based virtual support agent that brings the ease of consumer virtual assistants such as Amazon Alexa into the workplace. With Barista, employees are able to get immediate, personalized answers to their questions. And if Barista doesn't know an answer, Barista will open a ticket on the employee's behalf.

BARISTA CASE MANAGEMENT Case Management is a modern and powerful ticketing solution to enable IT help desks to automate, track, and respond to the onslaught of questions due to work from home mandates resulting from the Coronavirus.

Barista can be integrated with existing ITSM systems of record, such as ServiceNow and others, but this is not available for the Rapid Assistance Program.

Barista Employee Language Cloud Delivers High Accuracy

Enterprise organizations can get up and running in a matter of days due to the Barista Employee Language Cloud, which includes a pretrained language model and researched responses for thousands of IT topics (e.g., Office 365, Zoom, Slack, VPN access). Barista actually understands over 750 million employee phrases on day one—and those include topics specific to COVID-19. This means Barista can automatically start deflecting issues for common employee questions, while providing you an ability to customize responses for things that are unique to your organization.



What we learned from our customer base is that through the current work from home mandate, employees are asking questions across the following six topics, and Barista understands what employees are asking for all of them:

1. VPN setup and help
2. VPN account requests
3. Password resets
4. Work from home
5. Coronavirus
6. Accessing shared drives from home

FAQ Management Tool Enables You to Add and Edit Content in Minutes

The FAQ Management Tool is intuitive and easy to use to train Barista with responses that are specific to your organization. It was designed to be used by any subject matter expert, no matter their technical skill level. Responses can be made specific to job role, location, and more, which is critically important for this program since policies related to the pandemic are generally very specific to city, state/province, and country.

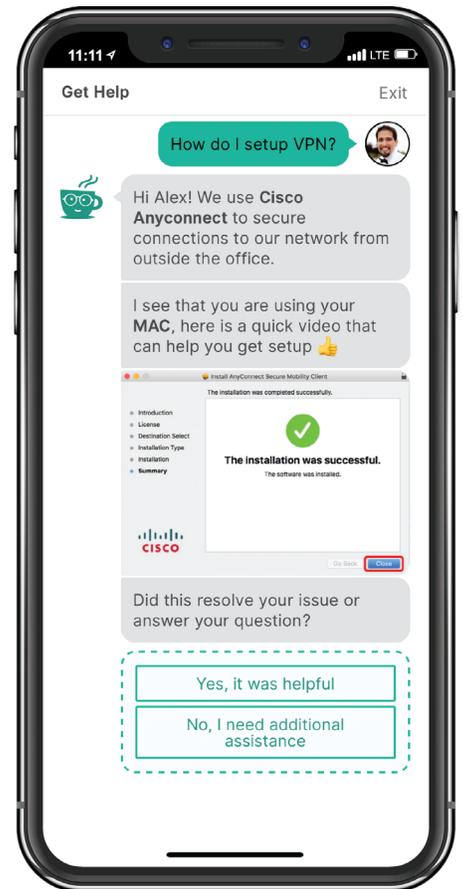
And because policies are changing, sometimes on a daily basis, it's good to know that the FAQ Management Tool enables you to add, edit, or delete content in minutes. You can also link to knowledge articles that you may have already created.

Omni-Channel Capability Increases Adoption

Your employees will be able to access Barista in several ways, which is critical to drive adoption. Barista is available as a native app across Android, iOS, Microsoft Windows, and MacOS, as well as through a browser. In addition, Barista can intercept emails sent to your help desk as well as integrate to either Slack or Microsoft teams, so you can meet employees where they are already working.

Program Details

This program will be available for a start day between April 1 through July 31, 2020 and will last for 90 days to help enterprise organizations get through the initial task of enabling employees to work from home. If you are interested in learning more, please contact us [here](#).



ABOUT ESPRESSIVE Espressive 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 Amazon Alexa and Google Home, into the workplace. 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 40 to 60%. Visit us at [Espressive.com](https://www.espressive.com) to learn more and [request a demo](#).