

# 4 Things Portals and Chatbots Have in Common, But Virtual Support Agents Don't!

## PORTALS

IT needs to build portals using skills that they generally do not have in-house. This leads to a lengthy and often expensive development cycle. And then they have to maintain them over time.

### IT Needs to Build and Maintain Them



## CHATBOTS

Chatbots do not replace portals, they are an add on to portals. Because of that, self-service portals still need to be built and maintained. Even worse, IT now has to build the chatbot too. That takes additional skill sets, time, and money.

### Employees Need to Find Them

Employees have to go to your portal, and getting them to remember the URL is half the battle. Once on your portal, your employees need to self-select which department portal to choose, which means they must understand the roles and responsibilities of each team in your organization.



Unless there is one chatbot for the entire enterprise, employees still need to determine the right one to go to for help.

### They Rely On Knowledge Base Articles

When (and IF) employees use search to answer a question or resolve an issue, an exhaustive number of technical knowledge base articles are served. Employees are left to sift through the articles for answers that might be out of date or might not even be there at all.



After a game of 20 questions to gain context, employees are still left reading knowledge base articles that are not personalized to meet their needs. There are fewer articles now, but employees have already given up on using them.

### No Matter Who Opens the Ticket, Employees Need to Wait

If after all of that work there is no answer, employees have to navigate somewhere else to create their own tickets. Once created, employees interact with the help desk via email or phone. This has historically trained employees to simply start with email or phone versus going to the portal.



While chatbots can open tickets for employees, chatbots exit the conversation leaving employees on their own. Because of that, employees start interacting with the help desk using email or phone. If employees get resolution this way, they are more likely to bypass the chatbot next time to use the methods that work.

## The result?

Portals and chatbots were built to protect IT resources—they were not designed to help employees. Because of that, they have fallen short with only

**10-15%** employee adoption.

That means a large portion of the CIO's budget is spent on answering phone calls.



## Meet Barista, our AI-Based Virtual Support Agent (VSA)

	Portals	Chatbots	VSAs	Barista
<p>IT Needs to Build and Maintain Them</p>	✓	✓	NO WAY	Barista redefines how employees get help WITHOUT portals. Barista comes out of the box with an Employee Language Cloud that includes an extensive vocabulary tailored to the workplace. Barista is capable of understanding over 1.3 billion phrases without customer input, learns on the fly, and is multilingual.
<p>Employees Need to Find Them</p>	✓	✓	NO WAY	Barista was designed for today's mobile workforce and is always available wherever employees go. Barista is an app that can be downloaded to an employee's desktop or mobile device, as well as being available through a browser.
<p>They Rely On Knowledge Base Articles</p>	✓	✓	NO WAY	Barista does not rely on knowledge base articles. Employees have voted against them because they take way too much time to sift through, are not personalized, are often technical, may or may not contain the answer, and might be out of date. Barista provides immediate, personalized answers to questions.
<p>No Matter Who Opens the Ticket, Employees Need to Wait</p>	✓	✓	NO WAY	When Barista does not know the answer to a question, Barista invites the right expert into the conversation to solve the issue. Employees communicate with the expert right in the app and so they never feel abandoned. And once resolved, Barista learns the answer so the next time an employee asks the same question the new answer is given.

## The result?

**80-85%**  
employee adoption

**40-60%**  
reduced call volume

Which means the CIO can divert valuable budget dollars away from answering repetitive questions and onto strategic initiatives.

See how Barista delivers **exceptional employee experiences** that will redefine how your employees get help.



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