IT Service Management Use Cases

You invested in your IT portal for employee self-help to alleviate the load on your help desk by deflecting tickets. But did you know that 56%\(^1\) of employees say that it is easier to call or email the IT help desk than use their ITSM solution? Or that 53%\(^1\) of IT leaders say that less than 10% of incidents are solved without human intervention? As we move toward a new normal with a hybrid of work from home and work from office, this won’t be acceptable any longer. Automating employee self-help has become an imperative that will enable you to reduce IT spend and improve workforce productivity.

Stop Repetitive Questions from Monopolizing Your Help Desk

Espressive Barista, our AI-based virtual support agent (VSA), automates the resolution of employee questions, issues, and requests with a consumer-like experience that employees adopt. Barista automates employee workflows, such as resetting passwords and ordering equipment, while delivering 24x7 coverage for work from home. And when Barista doesn’t know an answer, Barista automatically invites the right expert from your team into a conversation, so employees don’t feel stranded. The result is a reduction in help desk call volume of 40-60% with employee adoption of 80 to 85%.

When Barista creates a ticket, Barista automatically prepopulates all of the appropriate fields so your help desk team can focus on solving the employee problem instead of data entry. As your team interacts with the employee, there is no change to how they use your ITSM tool today, while employees enjoy a true consumer-like chat experience.

\(^1\)Pulse Report: The State of ITSM January 2019
Some of Our Customers' Top IT Use Cases

**UNINTERRUPTED WORKFORCE PRODUCTIVITY**  When events like natural disasters and pandemics cause your help desk to get a sudden surge in call volume, Barista is able to scale to meet the demand and keep employees productive. With Barista, you also have the ability to add and edit content quickly to respond to any situation.

**24X7 COVERAGE FOR WORK FROM HOME**  Barista is not tied to normal work hours and is able to answer employee questions at any time, any day of the week. Barista also has omnichannel accessibility, so employees can access Barista on any desktop or mobile device, across a number of different interfaces, including email, phone, collaboration tools (e.g. Slack), and more.

**PASSWORD RESET**  Password reset requests often account for 80% of help desk tickets. With multi-factor authentication, employees can reset their Active Directory or SAML 2.0 compliant passwords directly from Barista, just like they do with their consumer apps, and your help desk never has to get involved.

**EQUIPMENT REFRESH**  As existing systems age they will need to be refreshed to comply with volume service contracts and to ensure that employees always have the latest security features. But keeping track of each system and ensuring employees upgrade at the right time can be a major challenge. Barista makes it easy by proactively informing employees when they are eligible for an upgrade and by providing an Amazon-like shopping experience so they can order their new equipment.

**SOFTWARE Provisioning**  When new employees start, Barista can help them order the standard equipment they need, based on their role. If a new or existing employee needs access to additional applications at any time, Barista will route the request for appropriate approvals and, once approved, automatically order that software without needing to tie up IT resources.

**EMAIL LIST MANAGEMENT**  Traditionally, employees would have to call the help desk and create a ticket to simply add someone, such as a new employee, to a mailing list. Now with Barista, employees can simply request the creation or management of Microsoft Outlook or Google mailing lists and Barista will handle all of the complex automation and approvals.

**APPLICATION MIGRATION**  When migrating to a new application, or simply upgrading an existing one, employees will often have questions on common tasks. During migrations, employees overwhelm the help desk asking these questions. Simplify the migration to common applications such as Microsoft Office 365, G Suite, WebEx, Zoom, and more with researched answers that come standard with Barista.

**SHARED RESOURCE PROBLEM REPORTING**  Issues with shared resources, from network printers to conference rooms, often go unreported because employees either don’t know how to identify the resource or who to call for help. Barista QR codes make it quick and easy for employees to report problems with shared resources, even when they are not sure how to correctly identify the problem. For example, an employee could simply scan a QR code in a conference room, and Barista would automatically identify the correct room and create the appropriate service ticket for the problem.

For more information on Barista, refer to the [Espressive Barista Solution Brief](#).