

# Espressive Barista Integration with Ivanti

## Automate Your Helpdesk with Barista While Improving Your ROI

Ivanti Service Management is a modern ITSM solution that provides enterprise, end-to-end service management capabilities throughout the service delivery lifecycle. Ivanti is the only service management solution that can be deployed on premise, in the cloud, or as a hybrid solution of both. And now Ivanti integrates with Espressive Barista to give you even more value!

Barista, our AI-based virtual support agent (VSA), brings the ease of consumer virtual assistants, such as Amazon 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 Ivanti, you will automate resolution of employee questions with AI. Employees will receive an exceptional experience and you will deflect service tickets, resulting in an improved ROI from your Ivanti deployment.

## Key Integration Highlights

### • Integration With Ivanti

Barista works with Ivanti right out of the box. Barista integrates with your existing portal to have your service desk up and running and adding value in no time, without any complex deployment from your team.

### • Ivanti One Certified Partner

Barista has achieved all certification requirements set forth by Ivanti, providing customers added confidence in the compatibility of integrating Barista with Ivanti Service Management.

### • 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 Ivanti data. When Barista opens a ticket on behalf of an employee, Barista uses this information to predict fields such as assignment group, category, business service, and more.

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



**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](#).