



Espressive Barista on Microsoft Teams

Espressive Barista, our AI-based virtual support agent, resolves up to 70% of help desk questions as a native app for Microsoft Teams. Employees launch the app by clicking on Barista in the app bar. From there they can ask Barista questions just like they would when talking with a colleague. Barista is able to answer questions across the enterprise, deflecting or opening tickets on behalf of employees. In addition, employees can go to the Barista Homepage within Teams to view information about their pending requests and approvals, as well as any company-wide announcements.

Increase Your ROI with Teams

With the new hybrid workforce, enterprises are relying on collaboration tools, such as Teams, like never before. Teams helps employees stay organized and productive by providing one place where they can virtually meet, chat, call, and collaborate. And now your employees can resolve not only their IT issues, but HR, Facilities, and more instantly without ever having to leave Teams. That's because Barista integrates seamlessly with Teams as a native app, delivering a best-in-class experience.

By integrating Barista into Teams, your employees are able to chat with Barista, just like they would with a colleague. Employees can submit their questions to Barista and Barista will give them immediate, personalized answers. If Barista doesn't have an answer, a request is automatically generated and routed to an expert from the appropriate service team. Barista addresses the needs of the entire enterprise, enabling employees to ask their HR, Facilities, Payroll, etc. questions from within Teams, where they already collaborate.

Increase Employee Adoption with An Omni-Channel Approach

If Teams is your primary collaboration tool, chances are your employees will be excited about having Barista answer all of their questions there. But if your organization is like many others, shifting people away from their habits of email or calling the help desk has been a challenge. Barista has a unique omni-channel approach that meets your employees wherever they are, which enables you to maximize adoption. Omni-channel accessibility also ensures you have continuous help desk coverage, even when Teams experiences downtime.

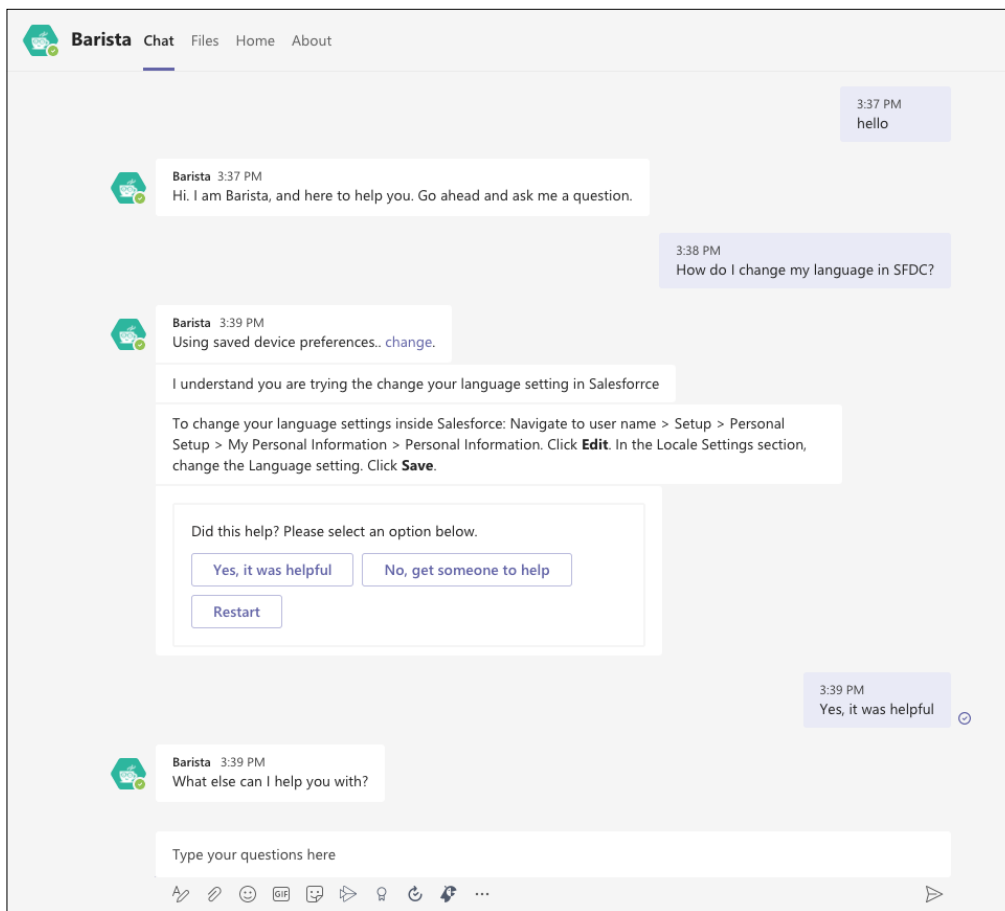
In addition to being available as a native app on Teams or Slack, employees can access Barista via their desktop (Windows or Mac) or on their mobile device (Android or iOS), or by simply going through their browser (e.g., Chrome, Safari, Edge). In addition, they can even reach Barista via email and phone. We have found that when our customers implement multiple channels to Barista, they achieve higher call deflection and higher employee satisfaction.

Key Barista Features Within Teams

Native App Experience

As a Teams app, Barista supports native controls and styles, including the chat feature and Fluent UI components, so the employee experience is seamless. If an employee asks a question and Barista needs to present a knowledge article, that article can be presented within the app without the employee ever having to leave Teams.

And because of the Barista Employee Language Cloud, which recognizes billions of phrases across thousands of topics, Barista understands what employees are asking in their natural language. Barista is also multilingual, with support for nine different languages and more to come, so employees can choose to interact with Barista in their native language as well.



Barista Homepage for Teams

When employees ask questions, Barista provides answers in real-time within the chat. But there are times when Barista will need to open a ticket to invite an agent into the conversation. When that happens, employees need a way to check the status of their tickets. This can be particularly frustrating for employees when they have multiple open tickets being resolved by different teams such as IT, HR, and Payroll.

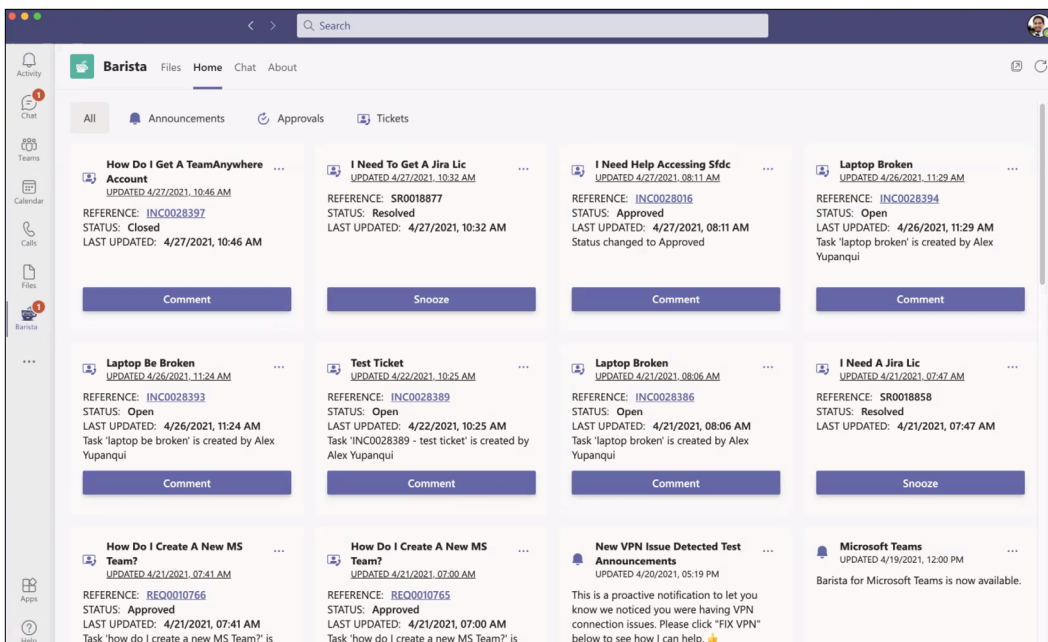
Barista overcomes that challenge with the Barista Homepage for Teams. Here, employees can see their pending requests as well as view announcements and approvals. This makes it easy for employees to check the status of an open ticket or provide additional information without having to search or leave Teams.

The Homepage can be found by going into the Barista app within Teams and selecting the “Home” tab at the top of the screen. All features within the Barista Homepage are configurable by your Barista admin.

PENDING REQUESTS (I.E., TICKETS) From the Homepage, an employee can see the status of their pending requests. If a request requires additional information, or if the employee wishes to interact with a service desk agent, they can do so without having to leave Teams.

APPROVALS If an employee needs approval for a request, Barista will send a notification to the approver’s Barista Homepage. From there, the approver can validate the request without having to leave Teams and the requesting employee will be notified.

ANNOUNCEMENTS & SURVEYS You can use Barista to notify employees via Teams when there are company-wide announcements, such as power outages or policy updates. Barista can also engage your employees via an interactive survey.



Proactive Resolution

Barista can send proactive notifications through Teams, which can remind employees to complete certain tasks, including updating their password or upgrading their laptop. These notifications can also be used to follow-up with employees on tasks they never completed, such as a security training they started but did not finish.

Metrics Available Within Barista Reports

All metrics are available through the Barista Interactions Dashboard, so management has visibility into employee self-help metrics on the Teams channel. If your employees can access Barista through multiple channels, such as through Teams and email, you can compare all channel metrics in the Barista Interactions Dashboard, as well as view metrics for each channel individually.

ABOUT ESPRESSIVE Expressive 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 50 to 70%. Visit us at [Espressive.com](https://www.espressive.com) to learn more and [request a demo](#).