

# Barista Case Management

## A Modern and Powerful Solution That Extends to the Enterprise

IT departments have sophisticated IT service management (ITSM) tools such as ServiceNow, Cherwell, and Ivanti that work for them, but are too expensive and complex to deploy across the enterprise. Barista Case Management is a powerful way for internal service providers such as HR, Payroll, Facilities and even the travel desk to improve the efficiency, experience, and quality of support they offer to employees—without the complexity of IT tools.

### Espressive Barista Integration

Barista Case Management integrates deeply with Espressive Barista, our AI-based virtual support agent (VSA). Barista brings the ease of consumer virtual assistants, such as Amazon Alexa and Google Home, into the workplace, delivering a personalized user experience that maximizes employee adoption and reduces help desk call volume. When employees have questions, they ask Barista and receive immediate, personalized answers. If Barista doesn't have an answer, a ticket is automatically generated in Barista Case Management and routed to the appropriate service team, providing a seamless handoff from employee to agent.

Once help desk agents accept assignment of tickets, they are able to view the entire conversation that occurred prior to the ticket being generated. This gives them significant context within the ticket so they can often answer questions or resolve issues in one easy step. With traditional ticketing tools, the agent and employee would have an email exchange of an average of 15 emails prior to ticket resolution.

### Intelligent Routing

Barista Case Management leverages next-generation AI for intelligent ticket routing. Barista can detect whether a ticket is a service request or an issue based on the employee request or question. From there, Barista will automatically prioritize tickets and then accurately route them to the correct department, making it easier to maintain service level agreements for response times.

Compared to legacy ticketing systems, Barista Case Management doesn't require employees to guess the "ticket type" and department. Gone are the days of having people responsible for classifying and routing tickets. Barista's intelligent routing capabilities enable help desk agents to focus on problem resolution, rather than data entry.

### Employee First Focus

Barista Case Management has a focus on interacting with employees, not forms. Employees always know the status of their requests and can get real-time updates on any device. If a faster response is needed, employees can nudge service agents and communicate directly with them through the chat functionality in Barista.



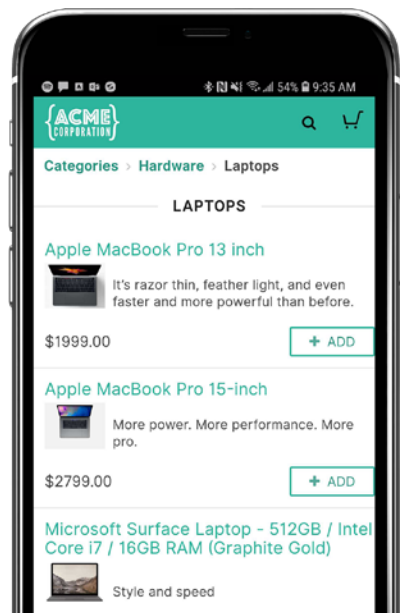
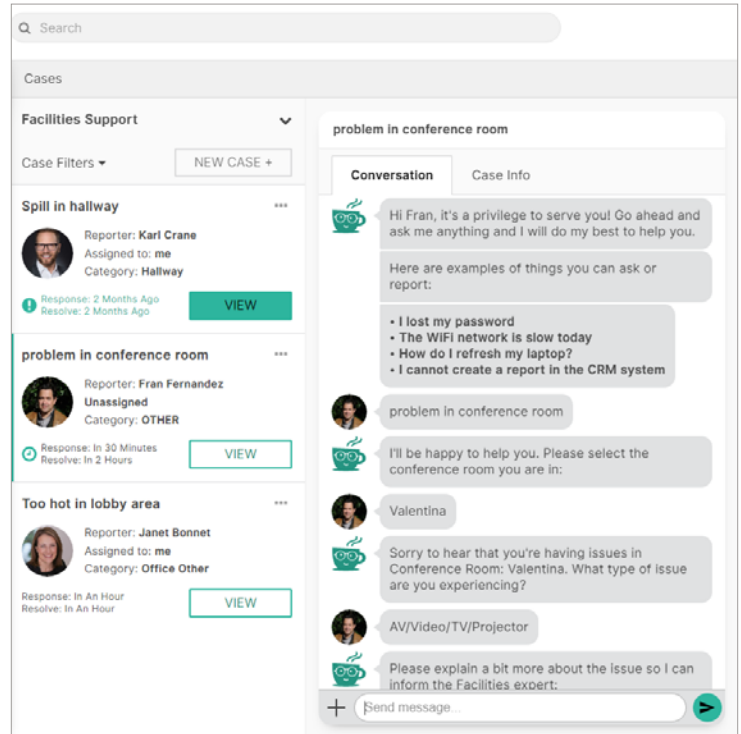
Service agents stay engaged through an interface inspired by social media tools to quickly and easily maintain multiple conversations at the same time. The most important cases for the agent to focus on are always prioritized and Barista leverages AI to ensure SLAs are not missed.

## Efficient Search

Barista Case Management offers a better way to support help desk agents when they need to answer questions and resolve employee issues. Agents can use the innovative Case Management Search capability to easily locate prescriptive answers, rather than sifting through knowledge articles as they would have done with legacy ITSM systems. This eliminates extended training time for help desk agents to learn where to find the information needed to repeatedly solve individual cases.

## Integrated Catalog

Barista Case Management includes an integrated catalog folded into the cases themselves, streamlining the equipment ordering process. Customizable catalogs can be implemented for an Amazon shopping-like experience, enabling agents to order equipment for employees when needed, without leaving the initial ticket.



## Mobile Ready

Service agents are no longer chained to their desks: Barista Case Management can be accessed from any mobile device, not just through a workstation. Agents can work remotely, and with Barista's concierge-like searching capabilities, step-by-step answers can be accessed from any device as well, meaning increased efficiency and shorter MTTR.

**ABOUT EXPRESSIVE** 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](#).