

Return To The Office Content Pack

Espressive Barista, our AI-based virtual support agent, provides customers with visibility into employee interaction patterns. This is crucial during times of change when updated content is required to answer evolving employee questions. Now that many enterprises are reopening their offices, Espressive has created a Return to the Office Content Pack for Barista. This content pack includes topics that have been identified as top call drivers during this important transition.

Barista Language Model Identifies Trending Topics

Building out a language model is time consuming and requires hard to find and expensive resources, such as data scientists and computational linguists. And once the language model is built, how do you ensure it is always up to date? These same expensive resources are not only needed to build the model, but also in the care and feeding over time. As new technology is deployed, organizational changes happen, or a crisis occurs, employees end up asking a whole new set of questions that require new content.

The Employee Language Cloud is the language model that enables Barista, our AI-based virtual support agent, to understand the language of employees with a high degree of accuracy from day one. One of the advantages of the Employee Language Cloud is being aware of trending topics, ensuring customers are prepared for upcoming or ongoing events. For example, when the pandemic hit, Barista immediately identified changes in what employees were asking. This is because tens of thousands of employees interact with Barista every day, so Barista detects new patterns in employee requests quickly, ensuring customers can provide content to answer those questions to continue to achieve high deflection rates.

Content Packs Defined

A content pack is a list of intents available in the Employee Language Cloud that a customer can add content to. The content can either be added via the FAQ Management Tool or through a knowledge base article, which Barista would ingest. Barista is the only enterprise virtual agent that delivers content packs in an easy to consume manner with zero code, so customers can take advantage of this without any requirement for development. All they need are subject matter experts to create the content.

How Barista Prepares You To Return To The Office

As Espressive customers start deploying their hybrid work strategies, employees are asking new questions. Espressive has identified those trending topics and has compiled that into the Return to the Office Content Pack for Barista. This content pack covers questions for IT, HR, Facilities, and more. Topics include:

WI-FI/INTERNET: Many employees received equipment while working from home, and these devices may not be set up for use within the corporate network.

DEVICE REQUEST: Many employees brought their equipment home and since they will be working at home and at the office, there will be many requests for new or replacement hardware.

BADGING: Likely a number of employees will have lost their badge since working from home, and many employees that joined during the pandemic may not have ever received a badge.

OFFICE: A number of customers are looking at opening up their offices by providing “hoteling” (or guest) seating services.

JANITORIAL SUPPLIES: This includes everything from hand sanitizer to facilities that may have been neglected while buildings were vacant.

TRANSPORTATION: This includes everything from corporate shuttle services to transportation benefits provided by employers.

CAFETERIA/FOOD SERVICES: Employees will want to know if the food services they received before, such as free coffee, are still in effect as they return to the office.

TRAVEL: Employees will want to know whether they can travel for work, any changes to the travel policy, when they can attend live trade events, and more.

COVID: Employees will want to know their employer vaccination policy, testing requirements, access to PPE equipment, and more.

How Barista Content Packs Ease Change Fatigue

Employees have gone through a lot of change in the past year so their “change fatigue” (i.e., their inability to cope with change) is 2.5 times greater than pre-COVID. Coming back to the office will cause undue frustration unless employees get the help that they need when and where they need it. With the Return to the Office Content Pack, you can make sure that Barista will continue to provide immediate answers and resolution to issues reducing change fatigue and easing the transition to a hybrid workforce.



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