

# Espressive Barista Automates Site Support So Agents Can Focus on Critical Issues

Espressive Barista, our AI-based virtual support agent, reduces demand on the site support team by troubleshooting and resolving hardware issues, automating the hardware refresh process, streamlining problem reporting, and assisting with appointment scheduling – all without requiring human intervention. With fewer tickets and in person visits, agents can focus on more critical issues.

## Barista Hardware Use Cases

### HARDWARE ISSUES

- Detects and fixes performance issues due to CPU/memory intensive activity
- Facilitates system updates to optimize hardware
- Prescribes best practices to prevent hardware issues from happening

### HARDWARE REFRESH

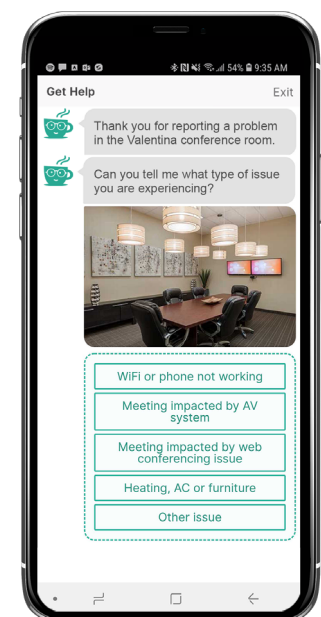
- Integrates into asset management systems to facilitate hardware refresh based on end of life and hardware support cycles
- Proactively notifies employees when they are due for a refresh and walks them through the ordering process
- Connects employees to site support to pick up new hardware when ready

### BARISTA QR CODES

- Employees easily connect with site support by scanning Barista QR Codes via their mobile devices
- Streamlines problem reporting for shared devices and assigned laptops
- Correctly routes employee issues to the right department (e.g., Facilities for conference room issues, IT for Zoom room issues, etc.)

### SITE SUPPORT APPOINTMENTS

- Aids in appointment scheduling with site support
- Simplifies employee registration and check-in
- Provides contextual personal experience for employees when they arrive at site support



## Barista Return to The Office Content Pack

As employees return to the office after pandemic related work from home mandates, the demand on the site support team will spike. Many employees will be re-connecting ageing hardware, needing to refresh devices, requesting newer accessories, and re-connecting with the IT team for more personalized site support. To minimize the impact, Espressive has identified trending topics and compiled them into the [Return to the Office Content Pack for Barista](#). This content pack means that Barista is pre-trained to help answer the most common questions for returning employees, so your site support team won't have to.

### 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.

**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](#).