

Why Automating Employee Self-Help Is Required in a Hybrid World



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Today's Speakers:



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CMO and Employee
Adoption Evangelist



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Director, EMEA
Sales Engineering



What's Happened Since The Pandemic Struck?

Tickets Are Up; Productivity Is Down; Digital Initiatives Are Threatened



35%

Increase in
help desk tickets



33%

Reduction in
productivity



Only 30%

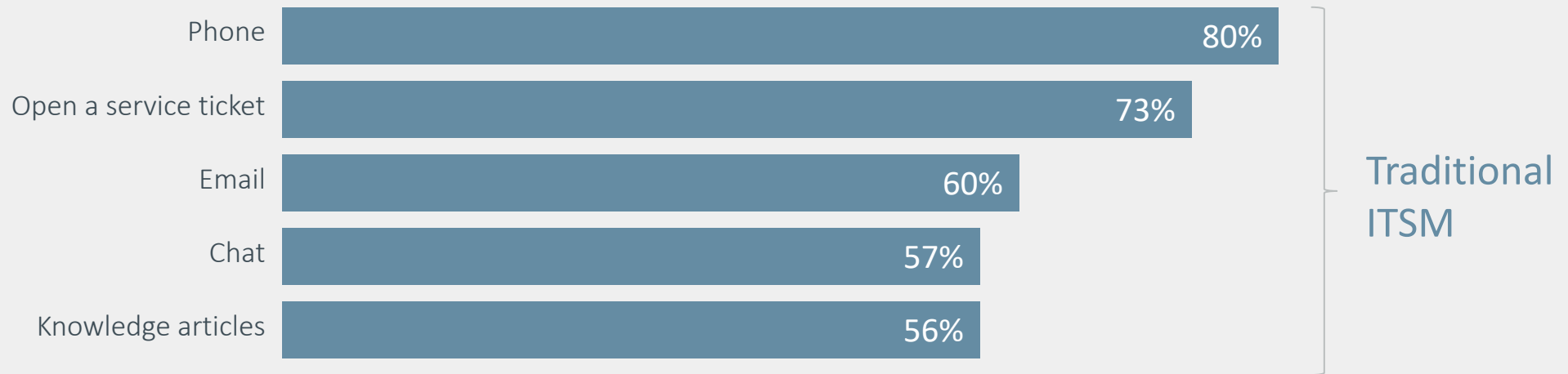
Of digital
initiatives succeed

Source: Press Release; "Gartner HR Research Shows Organizations Are Eroding Employee Performance and Well-Being..." 5/4/21

Despite That, ITSM Has Not Changed

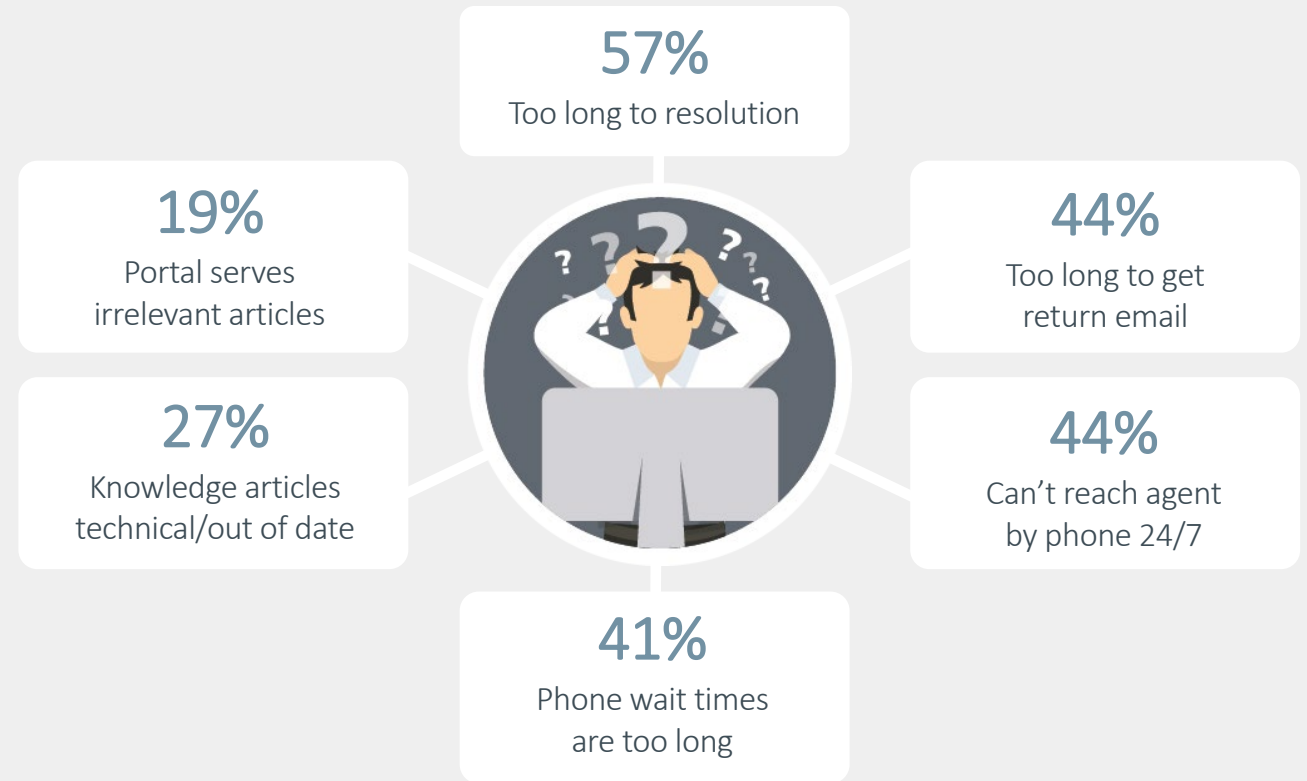
Top Channels For Reaching The Help Desk Are Phone, Tickets, and Email

Remote Employees Are Still Using Traditional Technology For IT Support



Gatepoint Research Pulse Report: "Virtual Support Agent Strategies for Today's Hybrid Workforce," 12/21.

In A Hybrid World, Employee Experience Is Paramount Yet Employee Satisfaction Is Diminishing



Gatepoint Research: "Virtual Support Agent Strategies for Today's Hybrid Workforce," 12/21.

In A Hybrid World, Employees Work 24/7

22% Only Support Business Hours; 68% Hire People; Only 4% Automate

How are you providing 24/7 support?

22%

We provide support only during business hours

4%

We have a virtual agent to handle non-business hour support

6%

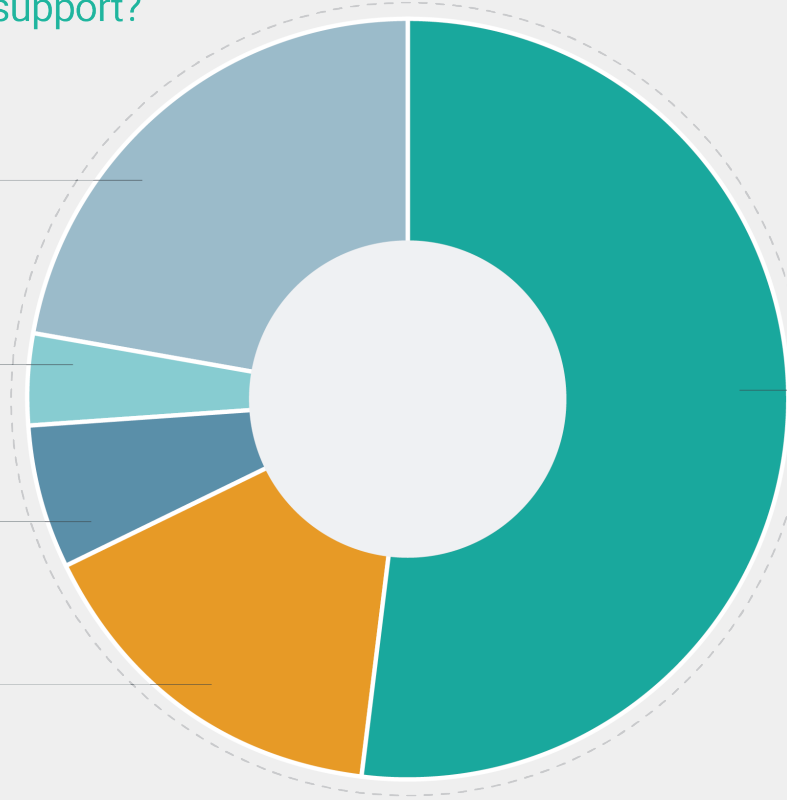
Employees need to search on the portal or open tickets

16%

We outsource non-business hour support

52%

IT employees work in shifts to provide 24/7 support



The Irony? The Majority Of Tickets Can Be Automated

Rising Agent Costs And Turnover Make Automation An Imperative



Gartner

70%

First contact
resolution rate
(2021)

30%

Increase in spend per
agent handled contact
(2019 to 2021)

**GATEPOINT
RESEARCH**

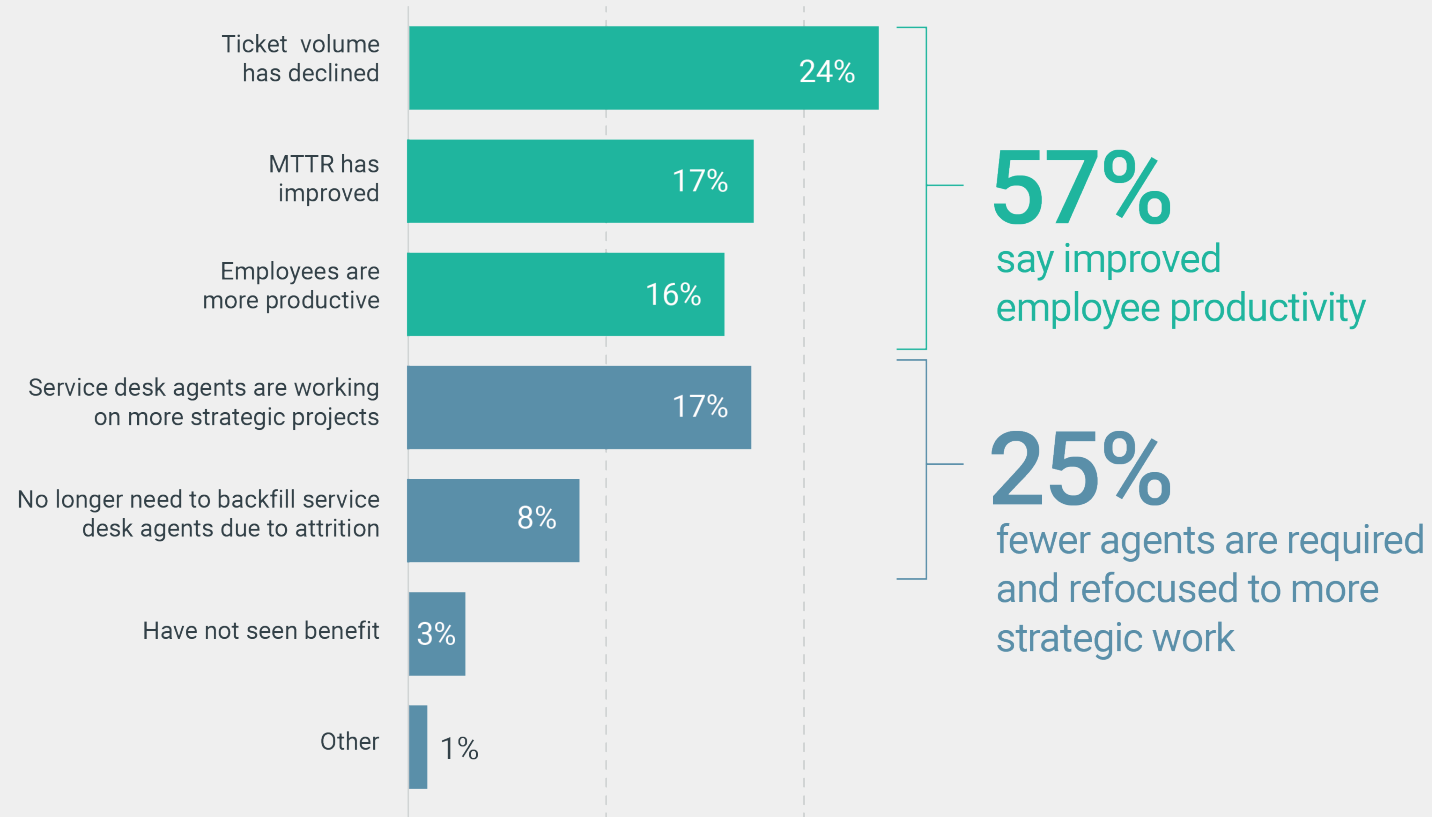
48%

Too much time on
manual, repetitive tasks
(Current IT challenge)

Gartner, "IT Key Metrics Data 2022: End-User Services Measures— IT Service Desk Analysis," 12/21.

A Virtual Agent Delivers Significant Benefits

Improved Employee Productivity and Fewer Agents For Tier 1



Case Study: Dexcom

- Empowered the service desk team
- Upskilled agents; now they are automators
- Lowered MTTR while hiring 500 employees/quarter
- Reduced wait times; low abandonment rate
- Eliminated email completely
- Eliminated phone on Fridays
- Spending wisely with automation

64%

Deflection

93%

Accuracy

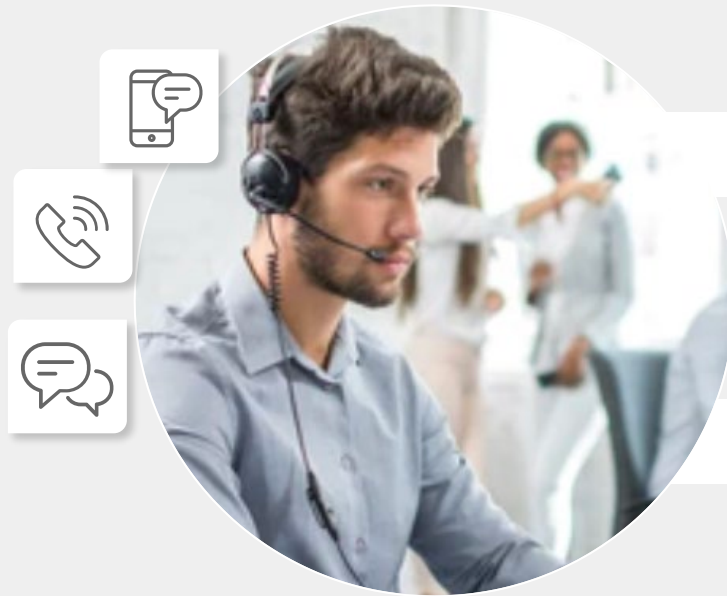
Dexcom

Create Exceptional Employee Experiences

Empower IT To Provide Faster Support For Productive, Happy Employees

Your IT Teams

Empowered to respond, fast



Solve problems in real-time

Adapt with self-help tools

Scale with virtual agents

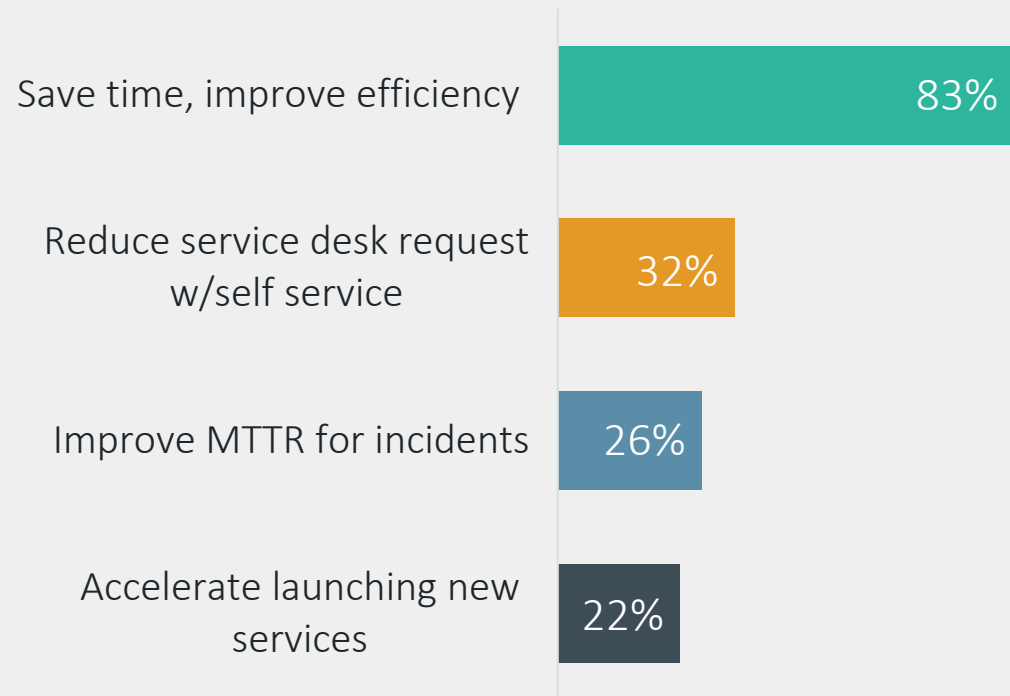
Your Employees

Expect resolution, fast

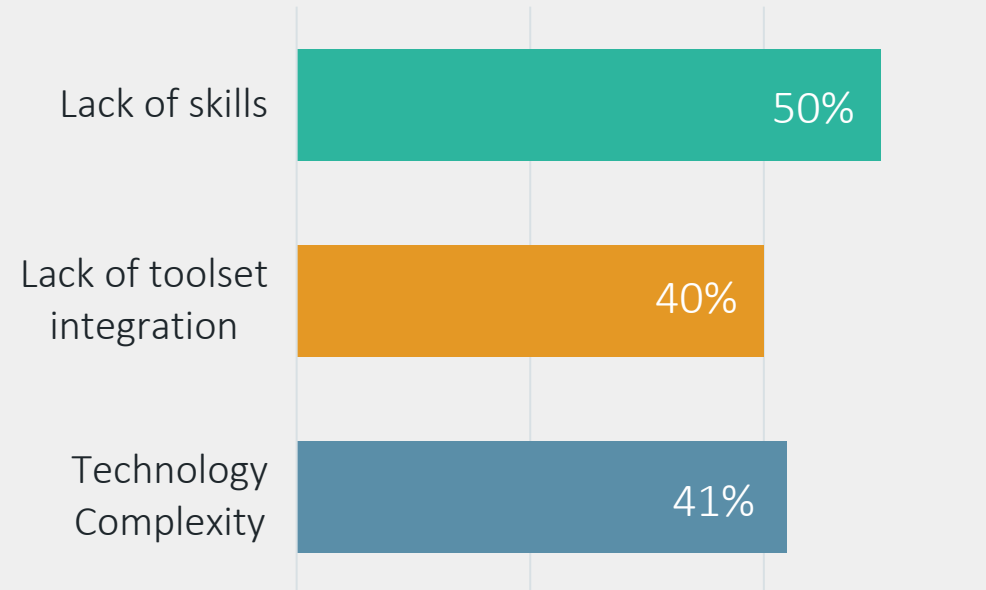


The Automated Self-help Conundrum

Cited reasons to automate



Cited barriers to automation



Accelerate Everything With A Virtual Agent + Automation



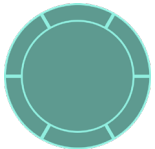
Password resets or
unlocking accounts



On board & off board employees
& contractors



Application access
and permissions



Low disk space remediation



Provisioning AWS, Azure,
Google cloud resources



Automate SQL queries



Setup/configure user
permissions



Server pre & post-patch

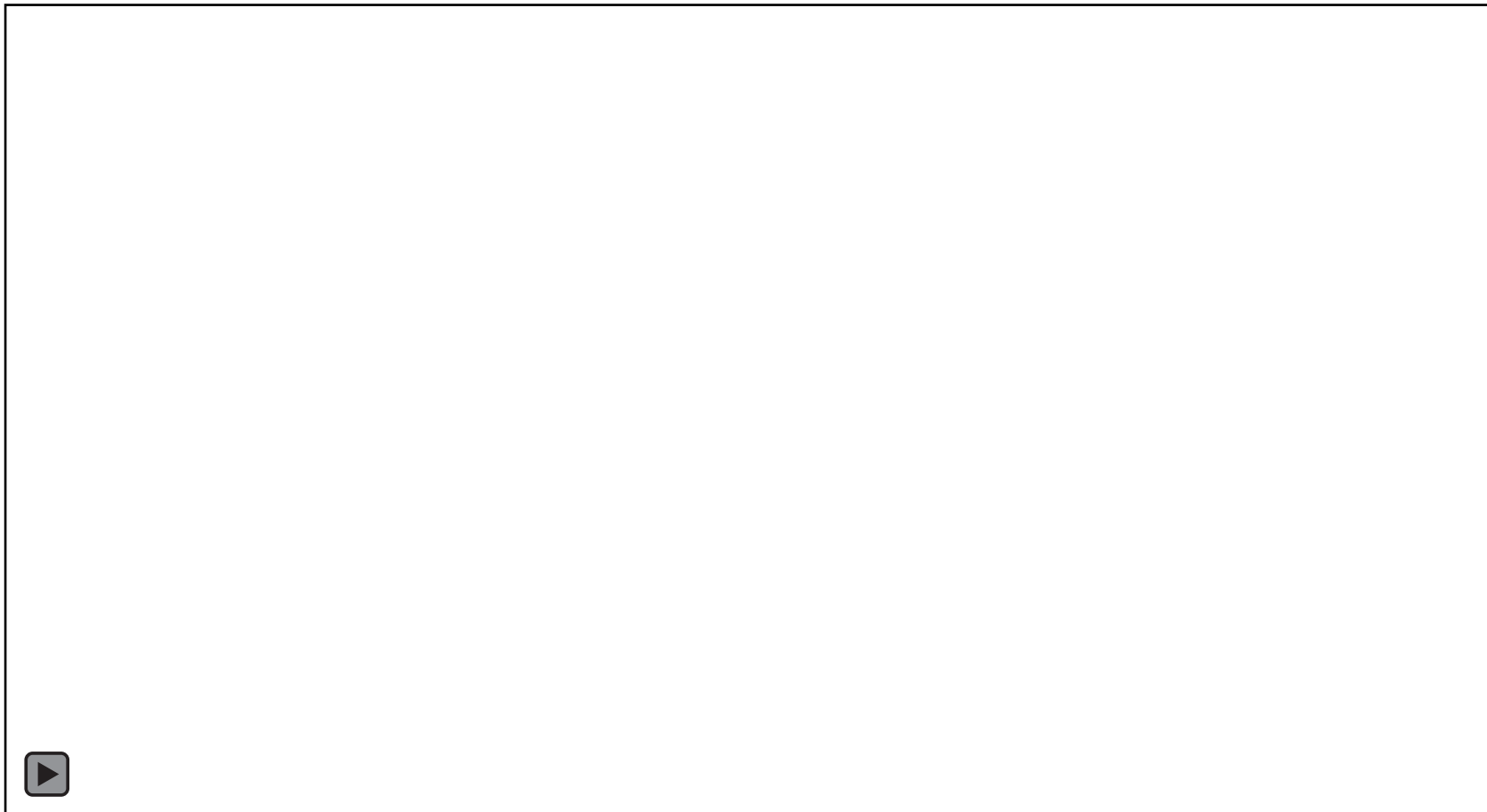


Automated provisioning & resizing of
VMware and Hyper-V VMs



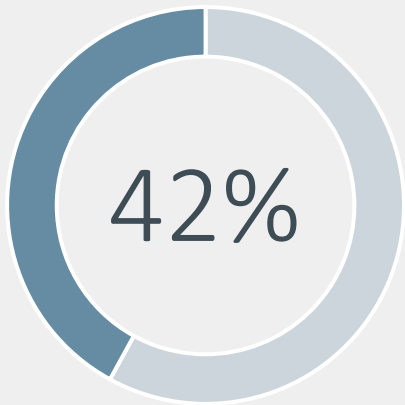
Cloud and on-premises
application integration

Demo: Fixing A Slow Laptop With Automated Self-Help

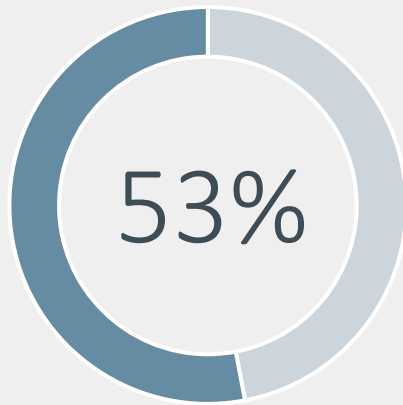


Going Beyond T1 With Automation

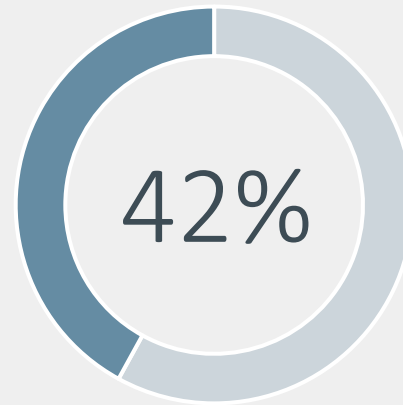
73% Expect To Implement Automation For Advanced Use Cases



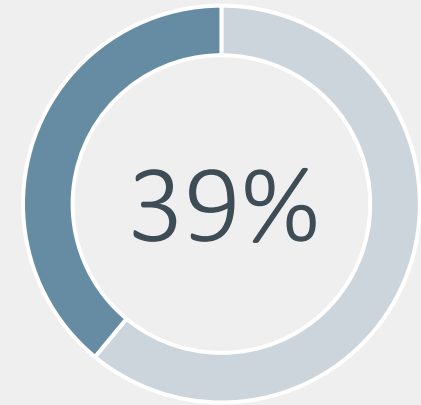
Service desk
requests



Provisioning &
deployment

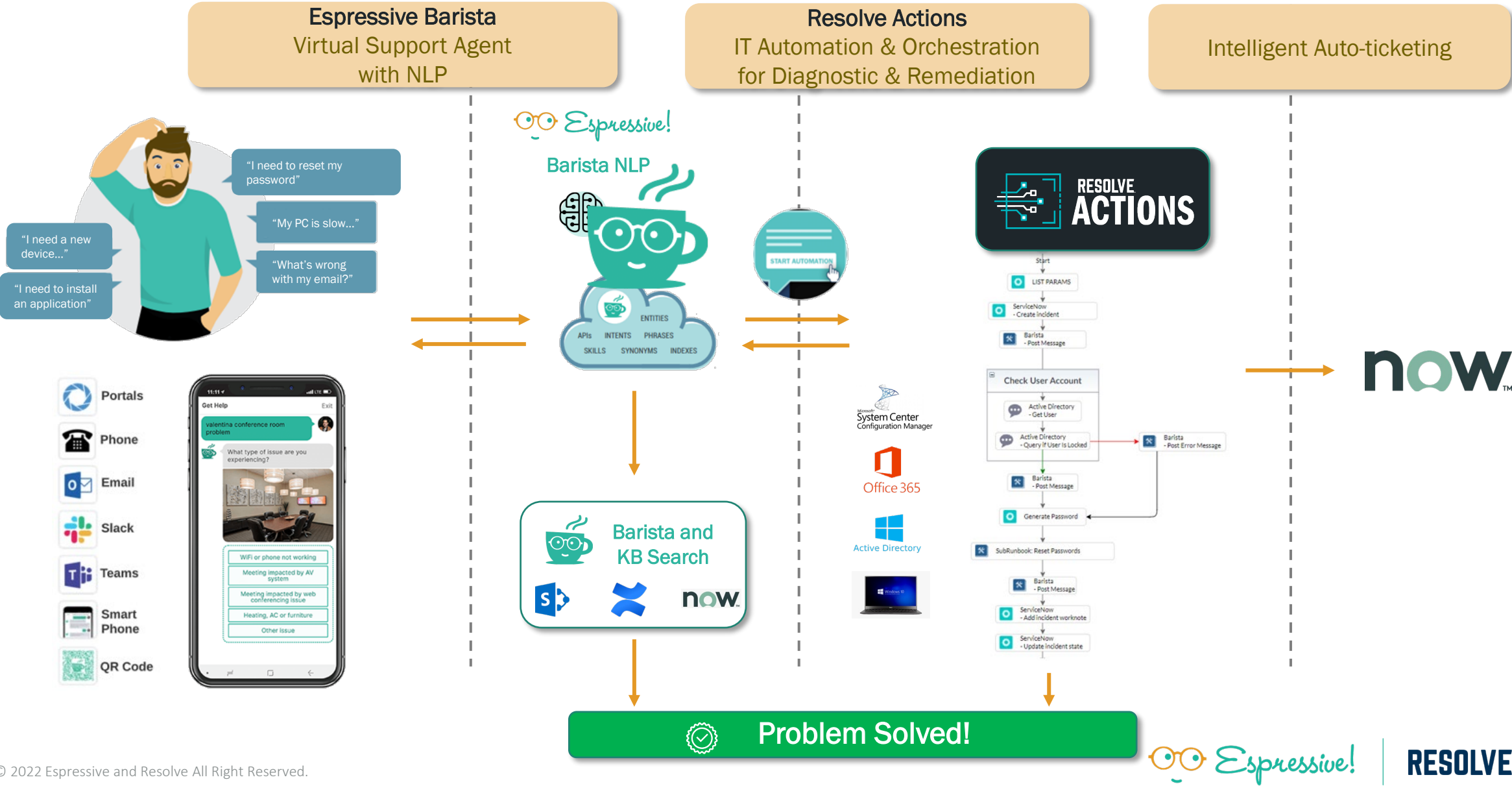


Incident
Management



Configuration
Management

Espressive + Resolve





Espressive.com



Resolve.io