

Amelia, the digital employee using Topdesk

Start building your future workforce today with Amelia®, the industry-leading cognitive Artificial Intelligence (AI) solution. The digital workforce is not some far-off trend — it's here today and integrated into Topdesk.

Amelia can take on high-volume, repeatable and high-impact tasks for the IT Service Desk and other functions, so human employees can concentrate on higher-value jobs.

Once you bring digital employees into your organization, you're on a path to build a hybrid workforce, where digital and human workers collaborate for greater business value.

What do digital employees bring to your company? Scale, lower costs, greater efficiency, consistent responses and enhanced productivity. Monthly fees for Amelia® to work for your organization are lower than for human employees. For this, you get a digital employee who works 24x7 and that offers out-of-the-box ticket management, answers to frequently asked questions (FAQ's) and account management skills (for example, password resets).

Background

Based on the input of Topdesk customers, who we asked how a digital employee would benefit their service desk, we learned that an immediate impact on the work and the volumes handled by the (IT) Service Desk are considered important. Based on this feedback, we trained Amelia out of the box for these high-volume and high-impact IT tasks:

- Ticket Management
- FAQ's
- Integration with Active Directory for account management (password reset)

In the near future, more functionalities will be added, including access to (external) knowledge, processing changes, ability to talk, additional communication channels.

Amelia is self-learning, available 24 hours a day and 7 days a week and understands and communicates with customers in their native language through chat. Amelia helps customers faster and more efficiently, due to the comprehension of language through Natural Language Processing (NLP) and Natural Language Understanding (NLU), intent recognition, linking the intent to learned processes and clearly asking questions to better understand what your customers really mean, not just what they say. Amelia enriches the Customer Experience by registering and monitoring every conversation while continuously improving its communication skills based on customer interactions.

Reasons to consider Amelia

- Continually improve the quality of services, while providing consistent services;
- Free up staff for different and/or more complex work;
- Extend the opening hours of your Service Desk;
- Resolve the shortage of qualified staff on the Service Desk;
- General cost savings;
- Increase the satisfaction of Service Desk employees and users.

Amelia works together with her human Service Desk colleagues and handles simple and even complex customer interactions, is always available via chat, can sense emotions and is fluent in many different languages. In case she cannot directly solve an issue, she can hand it over to an informed service desk agent. Empower your service desk agents to focus on their expertise and work on the more complex problems.

Want to know how you can benefit from and implement Amelia in less than a month in your organization? Contact us to learn more.

Clip: <https://www.youtube.com/watch?v=9n4jHiaNOI?>