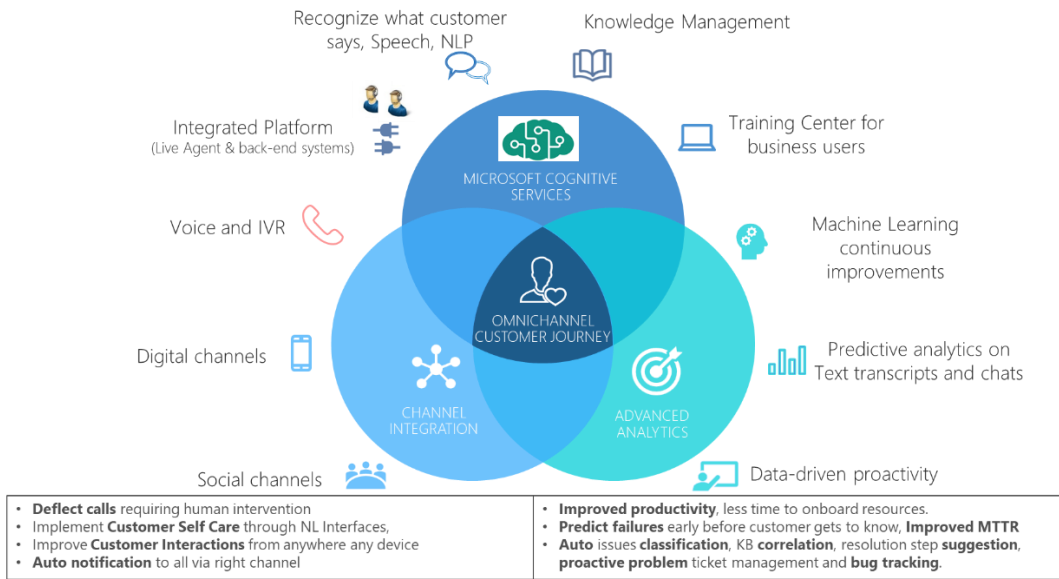


Digital Leap - Human and Machine intelligence together

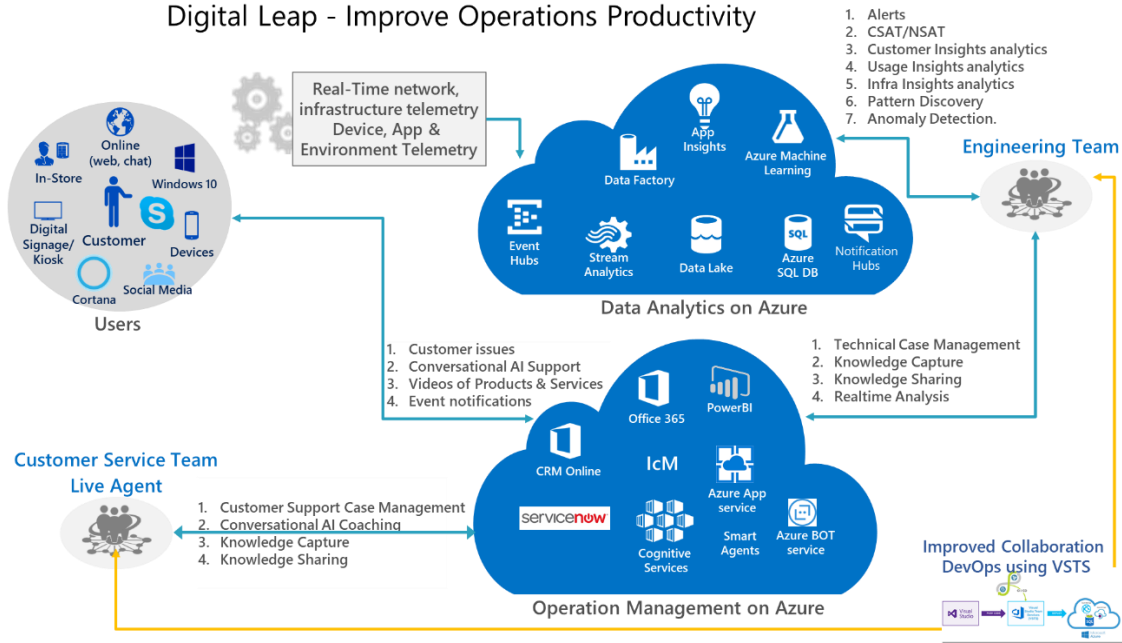


Has your company thought about an omni channel approach for addressing the issues of customers? This means that customers will communicate with the operations/helpdesk through phone, email, webchat and social media. This omni-channel is AI enabled system and data will be shared amongst everyone enabling customers and operations team to carry on their business in an intelligent way. Whichever channel the customer prefers, the first point of contact would be an intelligent AI engine which will respond & resolve the issues. This will ensure that customers get most of their responses & answers without reaching the live agents thereby reducing the time to resolve (MTTR) considerably

If the issues are not resolved, AI engine will create a ticket in ITSM system (Service Now/ICM/CRM) and push it to the L2 & L3 teams. This assignment to the respective teams will also be done using machine Learning algorithms based on the problem statement of the ticket and historical data of the problem. Through a single channel of creation for ticket creation, it will be ensured that quality of content in the tickets will be constant and accurate. This will enable right kb articles to be tagged automatically to the tickets for future use. This will also ensure that tickets that have manual intervention can be flagged for missing kb articles if any. In case of emergencies, the AI engine can decide to engage the live agents quickly so that the issue gets attention in a right way.

New onboarding and training of the operations teams can be easier as knowledge management is managed through a single version of truth. Training will also be aided by past resolution.

Digital Leap - Improve Operations Productivity

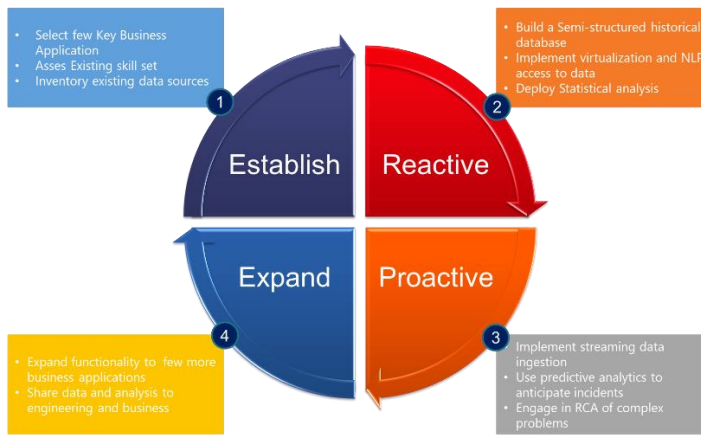


Since quality of tickets are maintained, Machine Learning based Predictive analytics enables perfect ticket classification and co-relations with infra events. This would further help in managing problem tickets automatically. RCA can be enabled and a VSTF bug can be created and assigned to developer. When a particular build goes to production, AIML engine will enable tracking of issues and completes the feedback loop. This will help in staffing the resources to manage the operations.

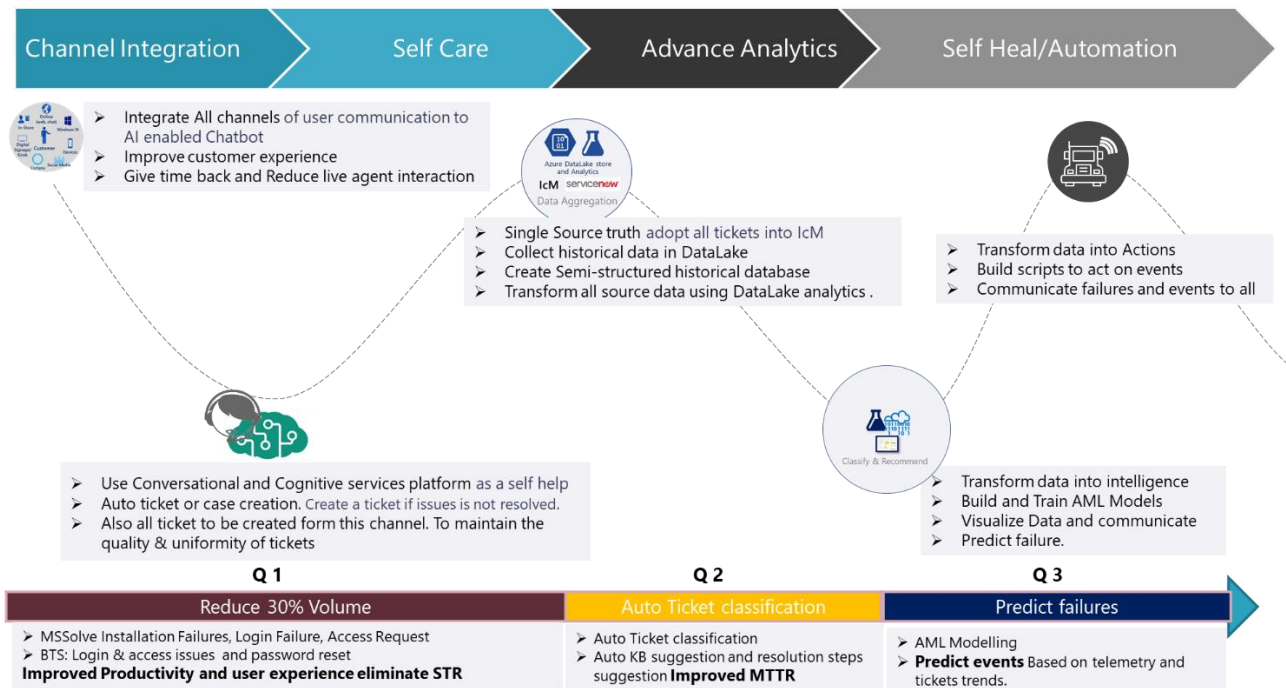
An automated notification and escalation system would enable communicating events to users and operation staff. Also, knowledge sharing between engineering and operation would be seamless through omnichannel as it an integrated system. For example, any bugs or product backlog planned in a release will be notified to all the stakeholders well in advance. Any changes in release also would be notified in timely manner. Resolution for each of the bugs would be available to all stake holders. When a release is deployed on production an automated notification to all stakeholders will help to visualize the reduction or change in user ticket count.

Below are the proposed steps bring digital transformation

Digital Leap -12 Steps to Achieve Excellence



Digital Leap - Transformation journey



Below is the volume and non-ticketing effort efficiencies we can achieve through this proposal.

