

NIIT Technologies Ltd.

Service Desk Sentiment Analysis

www.niit-tech.com/offerings/cloud-services



Sentiment Analysis of Service Desk for Enhanced customer experience

At NIIT Technologies Ltd., we help enterprises effectively utilize cognitive technologies. Using these technologies we provide our customers - user sentiment analysis, intelligent routing and contextual knowledge. Benefits from our service desk sentiment analysis include cost optimization, agent productivity, and change management.



CHALLENGES

1. Imprecise Feedback Mechanism
2. Productivity Lags in processes
3. Quality issues

IDEAL SOLUTION

- Uses artificial intelligence to define the tonality of the end user through text mining & analytics.
- Audits the staff's voice and accent quality, resolution accuracy and process adherence audit to provide quality output.

DESIRED OUTCOMES

- Productivity by increasing Ops efficiency
- Audit effort and coverage
- Trust & Transparency
- Improving Quality and Vigilance

Solution Approach



NIIT Technologies Ltd.

Service Desk Sentiment Analysis

Bringing cognitive emotional intelligence to service desk

PRODUCTIVITY BY INCREASING OPS EFFICIENCY

- Saving time by reducing average call time from 11 minutes (Global Average) to half
- Accent neutralization leading to reduced human errors

AUDIT EFFORT AND COVERAGE

For now the Service Desk auditing is done on a sample of 5%-10%. The AI led solution audits 100% calls and produces timely automated reports

TRUST & TRANSPARENCY

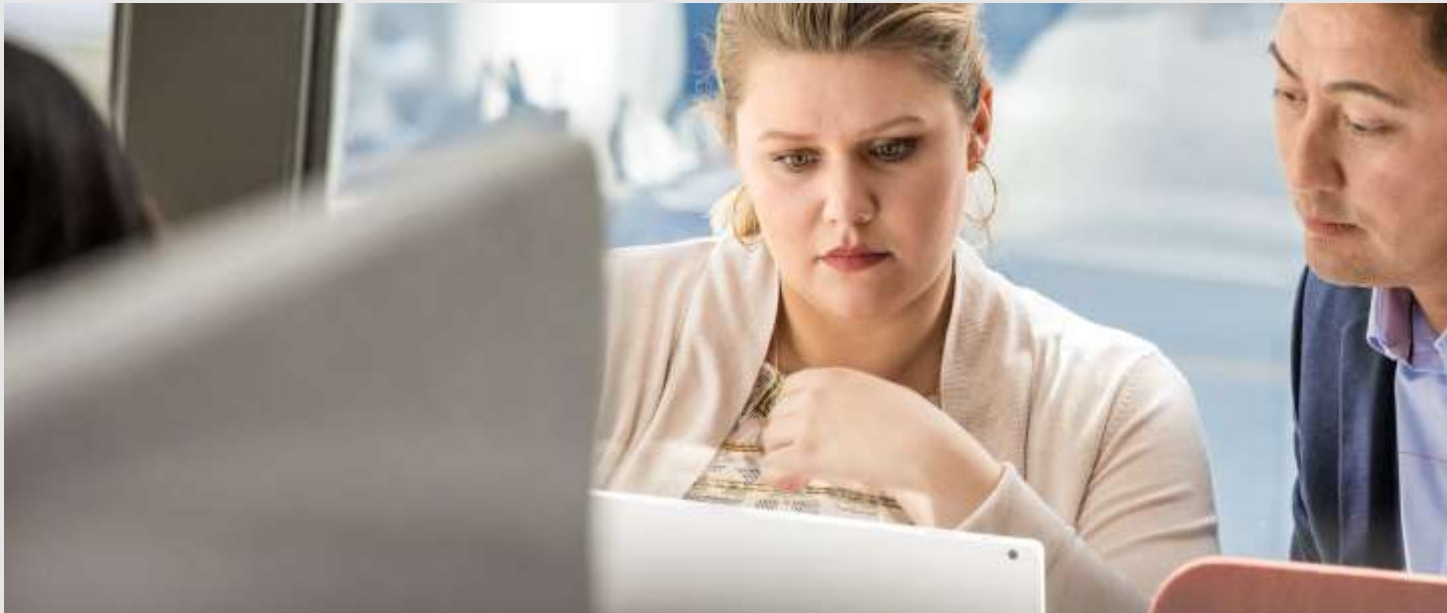
- Feedback mechanism based on AI, removing human bias
- Enhancing the customer satisfaction based feedback mechanism to a machine check

IMPROVING QUALITY AND VIGILANCE

- A dashboard with call insights
- Knowledge base creation
- Early flag for improvements
- Like to Like comparisons

NIIT Technologies Ltd. Partners with Microsoft Azure for its Service Desk

NIIT Technologies Ltd. leverages Microsoft Azure capabilities to help clients envision and reimagine the new cloud paradigm. The 360 degree Cloud Partnership makes Azure the strategic partner for NIIT-Tech and provides pre-sales support. This help in creating go to market strategies and accelerates end to end process by allowing access of the cloud tools.



EMOTIONAL INTELLIGENCE

NIIT-Tech leverages Azure cognitive services for bringing emotional intelligence to service desk.

AZURE COGNITIVE SERVICES

Using Azure cognitive services, we can use AI to take informed decisions, analyze pictures and videos, and process natural languages.

SPEECH AND TEXT

NIIT-Tech have a major focus on speech and text and have expertise to perform in others.

Customer success: NIIT Technologies Ltd. partners with Azure for Cognitive Service Desk

“At NIIT Technologies Ltd., We believe that the best solutions to implement internally are the ones we offer to the market. Having implemented the one of its kind - Cognitive Service Desk Audit solution, we have been able to capture real time feedback on all our service desk calls and take immediate action for further improvement. We have seen a steady rise in customer satisfaction post implementation and are constantly studying the results to deliver the perfect service desk” CIO, NIIT Technologies Ltd.



FEEDBACK MECHANISM BASED ON AI

The solution audited 100% calls using AI, to provide feedback and analysis and provided automated reports on timely basis

AGILITY & BUSINESS NEEDS

System provisioning lead time was reduced from 8 weeks to 4 hours for new requirements

ENHANCING PRODUCTIVITY

Reduced average call time from the global average of 11 min to half

Looking for more information?

Get a free trial: www.niit-tech.com/offerings/cloud-services

Call for more information: +91 (120) 4285000/4285200

Ask a question via email: <https://www.niit-tech.com/quick-connect>, Bharat.Srivastav@NIIT-Tech.com

Learn more: www.niit-tech.com

