

Hire our Virtual IT Assistant James to become the first level of support for your employees



Hi, I am James Your Virtual IT Assistant

I can help you with all your common IT needs. You can try asking me things like



How do I connect to guest wi-fi?



I need to reset my password.



I need help accessing a shared drive.



I need help with a printer.

12 mins ago

IT Help Desk challengest

Employees are increasingly working remotely and need an easy and quick way to get help. Service desk managers are being asked to optimize budget and provide business continuity – and many are turning to AI to automate.

An AI driven L1/L2 help desk @ MS Teams is the right solution to provide great support.

Upto
⬆️ **65%** AUTO RESOLUTION OF INCOMING TICKETS

Upto
⬇️ **80%** LESS HUMAN TOUCHPOINT ON A TICKET

Atleast
💰 **25%** COST SAVINGS

I need to reset my password

1 mins ago



+ Type here to chat with James



Any IT manager will perhaps agree to following support challenges



Every day password resets cause a lot of heartburn.



Many tickets are touched and triaged by L1 team before being rerouted to Specialized teams - wasting precious resources



Each ticket creation takes a 2-3 minute conversation.



Knowledge deficit happens once an existing agent leaves



You always are under a budget threat

JAMES CAN HELP IN MANY WAYS IN MICROSOFT TEAMS



Converse and identify issue



Resolve tickets



Perform basic triaging



Create complete tickets to right people



Advanced Knowledge Management System

A new effective way to look at knowledge management for the companies. This AI enabled KM system is unique and powerful.



Ability to Learn

Our virtual assistants can learn! A failed conversation is an opportunity for them to learn.



Integration with existing systems

Our platform can and does integrates with many leading HRIS and ITSM systems. We also connect to many custom applications for large enterprises



AI + Human model

AI and humans need to work together in harmony to resolve issues. Our virtual assistants are built with features like "escalation to humans" and "live chat" to make that happen.



Sophisticated process automation

An process orchestration engine that can manage business processes across days, touching multiple teams and systems and making process autonomous



Inbuilt Case Management

Highly configurable case management is super easy for users and intelligent for support teams - saving time and money



Microsoft based technology

Our Platform is Azure hosted and leverages Microsoft Cognitive Services. Provides prebuilt integrations with Azure AD and other Microsoft products.



Multi-channel- TEAMS and More

A Teams native product allows end-users and agents to work only from teams – resulting in amazing adoption. This unique approach to is a game changer.



Adoption Focused

Our product and expertise is geared towards significant adoption (typically an issue, thus providing real savings).

Client Speak



Hari Abburi ✓
VP - Talent, Dawnfoods

Our Virtual Assistant from Actionable Science is actually our Chief Knowledge Officer at Dawn



Sri Balaji ✓
VP IT - Patelco Credit Union

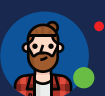
We saw a 50% reduction in requests being escalated to second level support.

Currently live at more than 30 clients creating amazing results

Available on



Available on
Microsoft AppSource



For more information or a demo, please reach out to us at



www.actionable-science.com



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