CELEBAL TECHNOLOGIES

Modernize Your ITSM Workflow with EKAA: An AI-Powered Chatbot on Microsoft Teams

EKAA ITSM bot is one-stop intelligent solution for all your IT support queries & requests.

As an organization grows, timely technical support becomes increasingly important. IT helpdesks are usually used to meet this need. The employees, however, face a few challenges in the form of repetitive or time-consuming tasks, long resolution time resulting in problematic workarounds, to name a few.

EKAA, an IT service management chatbot on Microsoft Teams, amplifies ITSM workflows with an AI-powered conversational interface. It streamlines ITSM workflows by raising tickets, performing actions on them, checking ticket status, connecting with live agents, and performing other ITSM scenarios from one single interface.

Key Capabilities

Persona Based Access	Enterprise Collaboration
Enabled for Microsoft Teams	Intuitive flows for busy executives
Seamless integration with LOB Apps and Enterprise Apps	Built for mobile
Easily schedule meetings	Effortless creation and tracking of IT tickets

Business Impact

27% Increased Employee Engagement

32% Decreased Ticket-Resolution Turnaround Time

16% Enhanced Efficiency

32% Improved Visibility

ITSM Bot Benefits

Increased Work Agility

Service Management

Get Notifications

Automation

One single hub for teamwork

Secure Operations

Maximize Your Business Value with EKAA

Increased Employee Engagement	Simplification of complex business processes	Better User Experience	Better Visibility
Improved Customer Service	Micro-analytics	Effective Cost Management	Measurable Employee Engagement

CELEBAL TECHNOLOGIES | Traditional Enterprise Meets Modern Cloud Innovation

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Gold Data Platform
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SAP Expertise In **SAP Extend And Innovate** Modernization

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