AISERA

AI Service Desk

User Self-Service Through Conversational AI & RPA

PRODUCT OVERVIEW

Dramatically transform service desk and support experience with Aisera's AI Service Desk that auto-resolves user support requests using Conversational AI, Conversational RPA, and TicketIQ. Aisera continuously learns from ongoing and past conversations, requests, tickets, knowledge, and agent feedback to completely automate the resolution of service issues. The solution is purpose-built for IT, HR, Facilities, Sales, and Operations. Aisera plugs right into existing systems: ticketing, enterprise applications, knowledge bases, IVR & live chat systems. By automating service operations, Aisera dramatically accelerates diagnosis and resolution times, enables user self-service, and reduces service desk costs.

BENEFITS
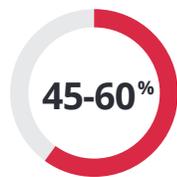
45-60%	60%	90%	90%	80%
Auto-Resolution Rates on Day 1	Improved Employee Productivity	Improved Mean Time to Resolution (MTTR)	Reduced Service Desk Operating Costs	Improved Employee Satisfaction Score (ESAT)

KEY CAPABILITIES

Conversational AI
50M+ pre-built intent library for IT, HR & CSM domains that uses unsupervised NLU, NLP, and NLG to auto-resolve support requests

Conversational RPA
Aisera's AI-native RPA for full business processes and workflows leveraging automated bots to execute tasks and actions

TicketIQ and Agent Assist
AI-driven ticket classification, assignment, and routing with autonomous and auto-assist modes for ticket resolution, recommendations and next-best actions to assist agents

Interactive Analytics
A flexible custom end-to-end analytics platform with drillable reports and dashboards into knowledge and conversation resolution gaps

AI-Learning
Unique and automated AI learning across user activity, conversations, tickets, knowledge, and agents delivering immediate Day 1 value

Unsupervised AI and Built-in Ontology
Unsupervised NLP and NLU to extract intent, phrases, and utterances automatically

Conversational IVR
Advanced Conversational IVR experience by integrating with systems such as Avaya, Genesys, Cisco, Nice in Contact, and 8x8

ITSM Capabilities
Workflow for incident management, problem management, change management: interactive self-service and request fulfillment

Dynamic Knowledge Management
Import Knowledge from multiple knowledge bases and build an AI-based knowledge graph

Platform, Connectors, and Integrations
Integration with 100+ backend connectors to existing environments. End-to-end conversational platform with SDK to build custom applications

Conversational Service Catalog
Aisera Service Catalog and 3rd party service catalogs (ServiceNow, BMC, Salesforce) includes 300+ pre-digitized workflows to build new or customize existing flows using no-code visual studio

Chatbot and Omnichannel
Seamless handoff between Live Chat, agent, and users through Slack, MSTeams, Webchat, Email, and Voice (IVR supported)