

botn**o**mic**s**

unleash the power of bot's intelligence

**UNLEASH THE
POWER OF BOT'S
INTELLIGENCE**



Addu

Unlock Effortless IT with AI Based Intelligent Support Agent





@Michael – CTO , we are making so much of investment in IT tools and technologies , then why our employees are not happy with IT support ?

From The CEO



Distributed IT and various tools – multiple touch points, different tools, Web Portal, Knowledge Management, Password Reset Tool, etc. etc. etc.



I am a business user and have to work in night shift also. But my IT support is available only from 9 AM to 5 PM.



Need access to a Share? Sorry, it will take 5 days. There's a lengthy approval process and we have our SLA



It takes a minimum of 15 minutes for me to get connected to the IT Service Desk over the call 😞



I can't approve your transformation fund. Our IT budget is reduced this year and we have to find the ways of optimization.



Your laptop is running slow? Let me ask someone to have a visit and check. We are expecting the technician to be with you in a day or two.

Addu

An Automation buddy , Simplified solution for all IT needs of the users

Simplified User Engagement

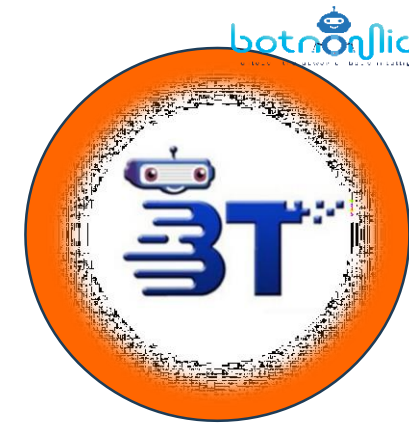
Accelerates Business Results

Transforms Your IT Organization

Equipped with automation and self service capabilities , **BOTMINDS** is an intelligent Virtual Assistant that mimics human interactions , learns and adapts to user needs through smart conversations by leveraging enterprise- grade natural language processing (NLP), Users can leverage **BOTMINDS** to obtain relevant information spread across a multitude of enterprise systems , **BOTMINDS** helps enterprises move up the maturity curve and augment the user experience for both customers and the employees , by deploying advanced NLP , **BOTMINDS** reduces human errors and increases productivity , it comes with an out of the box use case for various scenarios and can be easily extended to cover the “ Cognitive chat bot” needs of modern enterprises



Integrates your stack Automates your work.



Instantly answer
FAQ's, 24/7 to
**Improve
Efficiency**

Action BOTrigger
Bot for
**Automated
resolution**

Simplest and
friendliest way to
**Boost user
engagement**

Addu
Driven
**Ticket
Management**

Answers customer questions directly
– NO Extra Tech required , no per
agent Fees








Not a dump bot, but automatically
triggers actions and provide instant
resolution of incidents

NLP Engine makes most of the
conversation , support videos,
text based FAQ's or hyperlinks

Now you can have tickets
logged , checked , chased ,
escalated right from the same
channel



Intelligent Virtual Support Agent

-  Manage interactions
-  Available 24x7 to respond quickly
-  Answer queries and FAQs
-  Automatic resolution of Incidents
-  Streamline multi-party approval
-  Enterprise ready visibility
-  Push notifications

Addu Advantages



“MILLENNIAL – AGE” – KNOWLEDGE MANGEMENT

- Multi Layered knowledge Management
- Instant Answers to employee questions
- Answers in the form of text, videos , animations etc.



“ROUTINE IT TASK AUTOMATION

- Eliminate enterprise friction with task automation
- Shift left tasks like app install , access grant etc.
- Automating user provisioning tasks easily



“WORKFLOW APPROVALS AND PROCESS ORCHESTRATION

- Efficient process automation
- Automated approval process
- Execute process in the defined sequence .
- Save time and focus for critical issues with BOTMINDS



“TRIAGING AND SMART TICKETING

- Create ticket in seconds
- No more searching for information and finding out details on the ITSM portal
- Check ticket status right with in MS teams



“PERSONALIZED AND EXPERIENCE LED

- Tailored employee support and experience
- Personalized support for user interacting
- Support tailored for user demography , requirements, title etc.



“RICH REPORTS AND ANALYTICS

- Management dashboards for views and insights
- Usage and efficacy to check the utilization
- Get the user feedback and reviews
- Custom reporting

The Addu Impact

Expediting resolutions at reduced costs.

80%

Increase in Customer
Satisfaction

43%

Increase in First
Contact Resolution

57%

Reduction in
Resolution Time

35%

Decrease in SD
Operational Expenses

Enterprise use cases

There is a multitude of uses cases that Addu can deliver across the entire enterprise , its important to identify the use cases that will make the most impact from start both in terms of employee adoption and in terms of ROI, while customers start the single department such as IT or HR they quickly add facilities and more to ensure that employees have one place to go to answer all of their workplace questions



IT Use Cases

- Log, track, & escalate your Tickets
- Get instant support
- 24x7 Support coverage
- Password Reset
- Get your questions answered and queries clarified
- Software provisioning
- Service Catalogue
- Lot more...

HR Use Cases

- Employee wellness
- HR Policies
- Onboarding
- Leave requests
- Open enrollment FAQs
- Provider requests
- Life moments help
- Travel Policy

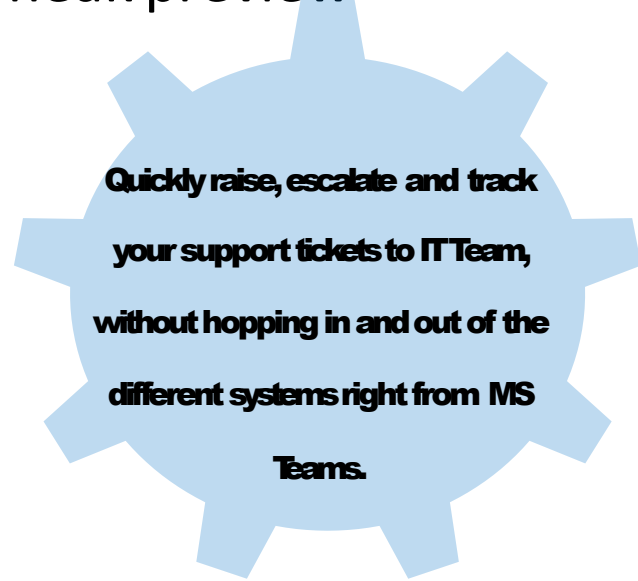
Facilities Use Cases

- Meeting Room Booking
- Order and Tracking
- Stationary Catalog
- Guest Request
- Mails and Courier
- Campus directions
- Order furniture

*Some of the features work only with comprehensive integrated model

Addu

Sneak preview



Always available with NO wait time

Familiar MS teams interface

Personalization user

Custom use cases

- Log a ticket
- Check the status of your ticket
- Update your ticket
- Reset your active directory password
- Unlock your active directory password

CES

NLP

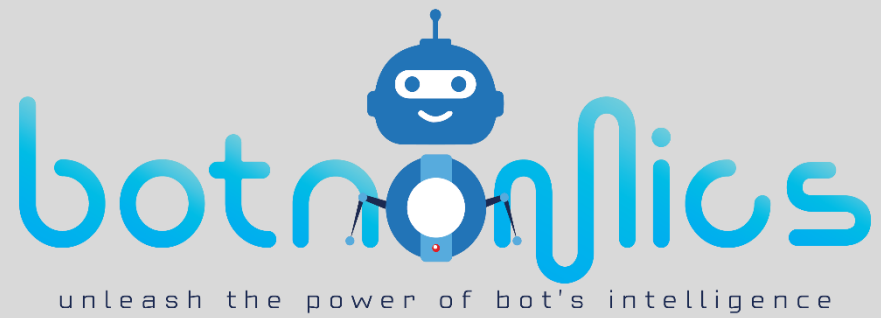
Microsoft Teams interface showing the Addu chat bot. The chat history includes a message from Addu at 7:16 PM asking "How can i help you today with your IT" followed by a menu with "Computer Troubleshooting", "Incidents", and "Application Installation". A second message from Addu at 7:30 PM asks "Please select the catagory of your Fix" followed by a menu with "Printer", "Operating System", "Network", and "Outlook". The input field at the bottom shows "Computer Troubleshooting" selected.

Log a Ticket

View a Ticket

Escalate Issues

MS Teams+ Service Now= BOTMINDS



Thank you