



AssistTEA

Virtual assistant for employees
by NTT DATA

Virtual assistant for employees on Teams

Discover an **easy, quick and cost-effective** way to improve business efficiency.

Technical issues experienced by employees with their work equipment are a source of frustration and loss of productivity, which also generates high costs for companies while reducing their operational efficiency.

In addition, employees often experience difficulties due to the disparity of corporate information, especially in new digital work environments far from a physical office.

This situation requires an agile and cost-effective omni-channel solution that can respond to routine queries and incidents with minimal or no human agent intervention, automating employee processes and assisting them in their day-to-day work.

AssistTEA, born to solve problems

Lack of information and small technical problems of employees can end up being major problems with a transversal impact on all areas of the organisation. AssistTEA provides a virtual assistant to each company employee who helps them to solve problems autonomously, quickly, effectively and with the best experience, increasing productivity and operational efficiency, while increasing satisfaction and reducing waste, frustration, and Time to Market. In short, with a direct impact on the bottom line.



Unique solution on the market in Microsoft Teams



Multi-language



Analytics

Analysis of user behaviour, conversations and usage patterns



Cognitive

effective and natural interactions.



Agent escalation

Escalate the query to an agent only if necessary.

Benefits

Reduction of L1 tickets

AssistTEA **handles queries and incidents** by reducing the number of tickets and human support interactions by 40%, allowing human support to focus on more valuable tasks.

More efficiency and productivity

AssistTEA solves problems that improve operational efficiency across the organisation and reduces support costs.

100% Integrable

AssistTEA is based on 100% **Microsoft technology**, native in **Azure and Office 365** and **integrable via APIs** with **all types of workplaces and ITSM tools**.

Quick, easy and custom-made

Its implementation is really agile and users need no adoption time as it is integrated into Teams. The service is customised to the customer's brand and quickly, thanks to packaged use cases.

Much more satisfied teams

Rapid response increases efficiency, generating satisfied and well-informed employees, growing by up to 80% using AssistTEA.

Everything always under control

All the information is grouped together, avoiding dispersion, and facilitating updating. The client will never depend on a third party as the AI engine is in its power.

New ways of work

AssistTEA responds to the agile adaptation to new digital work environments, improving productivity and experience in the absence of a physical office.

Improved categorisation

Thanks to an optimal categorisation of incidents, AssistTEA speeds up the management of tickets for all those problems that it cannot help to resolve.

Use cases

AssistTEA has more than 50 predefined use cases. Some of them are:

- Mail problems
- Hardware requests
- Software requests
- Ticket status queries
- VPN problems
- Office 365 Mailbox creation
- Covid-19 Frequently Asked Questions
- Questions on the location of Expense Sheets, manuals...
- Guides on how to use Teams

-40%

reduction of tickets and support interactions

+80%

of employee satisfaction in assisttea's management, which is progressively increasing

96%

of precision and accuracy in answering the questions

What is the real value of being able to increase the cost of operational and internal efficiency on the income statement?

We rarely stop to think about the impact of the small problems that can arise every day:

- **Business impact:** loss of opportunity cost, etc.
- **Financial impact:** costs, time, etc.
- **Impact on operations:** customer image, etc.
- **Impact on our image:** dissatisfaction, disappointment, etc.
- **Impact on IT:** UAC, call centre, calls, etc.

The value of assisttea in the operational efficiency of an organisation is highly significant and profitable.