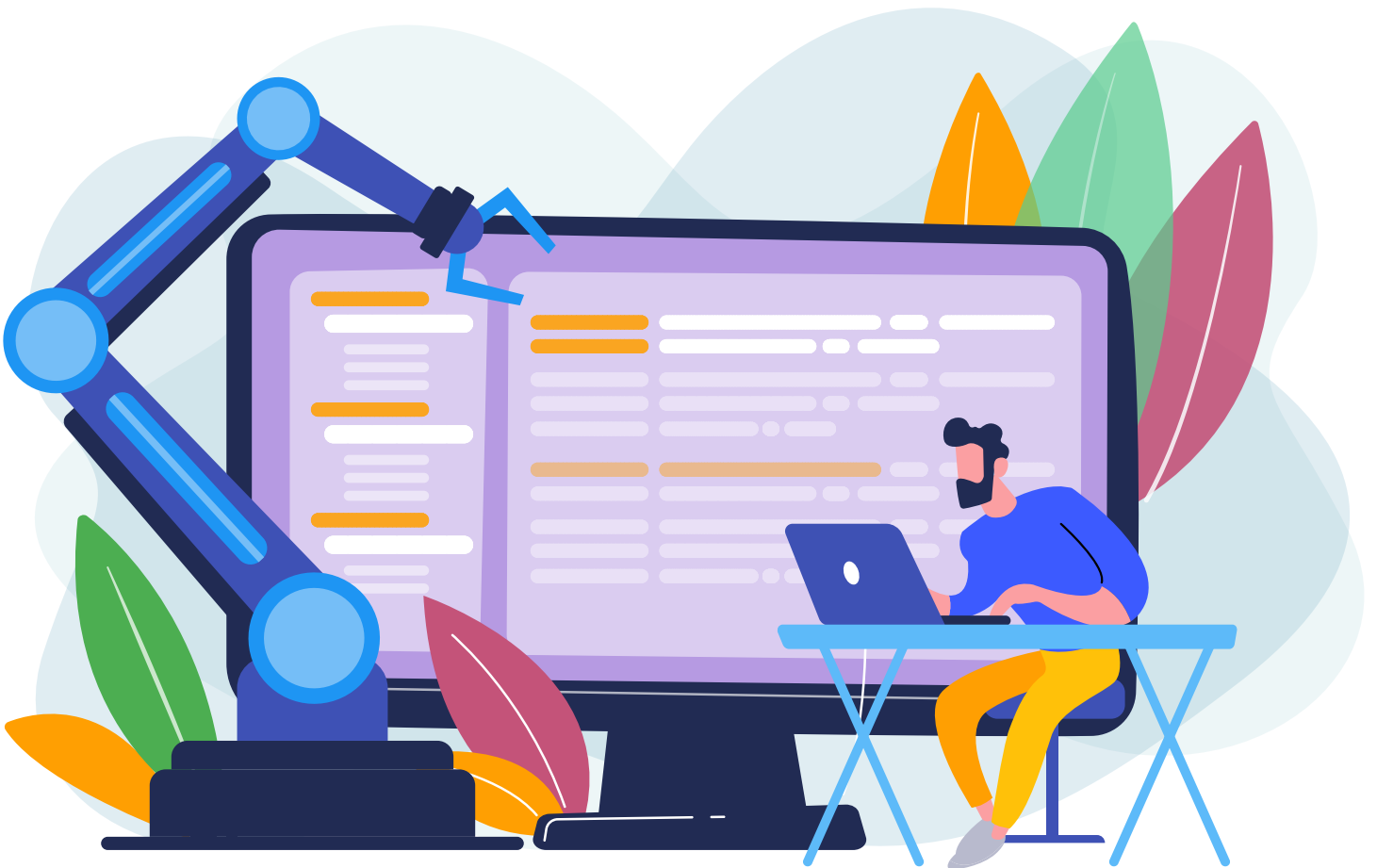




Workativ Assistant

Reinvent your IT Support with Automated Resolution

Bring true automation to your self-service that your employees will love, and see your help desk cost take a dive.



Workativ 1.0

In a traditional IT support model, employees spend considerable amounts of time writing lengthy emails or waiting on long calls with the IT HelpDesk team. Even retrieving a document or a simple password reset can be time consuming taking a nose dive in productivity.

There are several challenges in managing an IT HelpDesk and it can cost a lot of money. Companies spend an average of \$15 per support ticket or call to Help Desk, without any ROI.

In today's modern workplace environment, providing a great workplace IT support fosters a positive workplace culture, thereby increasing the productivity of employees, naturally.

Companies today want to reconstruct the IT HelpDesk support to a digitized and more efficient support system and rightfully so, for an all-round benefit to the company. Implementing modern technology enables provision of support, anytime, anywhere, freeing up expensive IT resources, whilst lowering the cost.

What is Workativ Assistant?

Workativ Assistant is a cognitive workplace automation suite designed to transform the way companies provide workplace IT support to employees. Workativ Assistant helps companies purpose-build an efficient Virtual Assistant with automation capabilities to resolve repetitive workplace issues and service requests.

Key aspects of Workativ Assistant:



Companies can rapidly design, deploy, and train Virtual Assistants via simple, easy to understand visual interface



Provides a powerful IT Process editor to conceptualize, build and execute robust IT workflows.



Workativ Assistant brings great flexibility to the table for IT teams by automating time-consuming workplace process and by letting end users get appropriate workplace support from anywhere and at any time.



Virtual assistants can be readily deployed on familiar conversational channels such as Slack, Microsoft Teams, and Freshchat.

Workativ Assistant Capabilities



Simple Easy to Use interface (EUS)

A simple and easy to use user interface to build intricate IT process that involves several components such as forms, approval, automation process, authentication, ticket creation, etc. Designed for IT teams to work towards employee/user satisfaction without facing any design difficulties.



Automation Catalogue

A rich catalogue with pre-defined automation workflows to easily moderate and execute common IT process. Built for IT teams to get started with workplace automation right away instead of building workflows/process from scratch.



Cognitive + Automation induced Virtual Assistant

Build automation induced Virtual Assistants in days and transform your existing IT support to a digital model. Make the workplace support experience seamless for users by proactively resolving workplace issues in a more intelligent way. Focus more on issue resolution and not just chatting.



Flexible Digital Experience

Integrate Workativ Assistant with popular digital channels for users to get instant workplace support right from any location at any time. Without any external support, users can quickly launch their favorite app such as Slack or Microsoft Teams to report their workplace issues, follow up and have resolved.



Automation Creator

Custom build workflows using an intuitive workflow creator, integrate with all the core business systems and carry out end-to-end automation. Save time by continually analyzing and optimizing the workflows to improve the support experience.



Dialogue Creator

Design logic-driven dialogues for users to raise and resolve workplace issues in a more conversational way. Recognize user intents with our intelligent intent recognition feature and turn any complex interactions and decision trees into human-like conversations.

Supercharging Benefits



Intelligent Self-service

Deploy a smart virtual assistant that understands intent, to help employees autonomously self-resolve issues.



Automated Resolution

Enable your support team to focus on important issues by automating redundant, time consuming workplace issues and tasks.



Reduce MTTR

Reduce wait times and long queues using an automated resolution system.



Reduce HelpDesk Cost

Leverage an automated virtual assistant so you can optimize helpdesk team to bring down costs..



Call Deflection

Reduce direct engagements with the IT HelpDesk team by enhancing support with AI and Automation.



Effective User Productivity

Skyrocket employee productivity by providing on-demand, and efficient workplace support using AI & Automation



24/7 support

Improve employee support and satisfaction by providing round the clock support with next gen virtual assistance, at a fraction of cost.



Workativ Assistant

Ready to transform your workplace support?
You have come to the right place.

Contact Us:

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