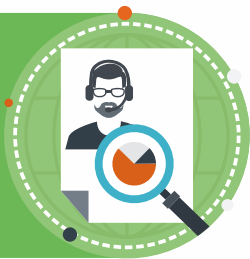


IT Service Desks by the numbers



The complexity of most IT infrastructure is increasing relentlessly—the proliferation of apps, devices, systems and more, has expanded the scope of what any IT service desk can ever hope to manage. Things, however, don't have to be this way.

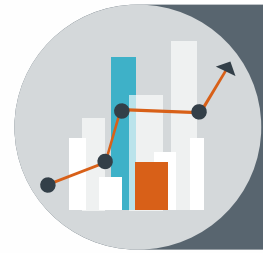


80%

of IT service desk analysts say they are overwhelmed some, or all, of the time when attempting to troubleshoot their organization's infrastructure using legacy methods.

17

months is the median job tenure of service desk analysts who are required to perform tedious and trivial tasks.



200

is the number of pre-configured skills in our virtual support agent that enables IT service desks to deflect tickets and automate user issues through conversations.

1000's

is the number of skills that can be built without coding using our Skills Builder tool.



4

weeks is the length of time typically required by an organization to implement our virtual support agent with automation on top of their existing ITSM solution.

24/7

is the availability of our virtual support agent that allows IT teams to respond to user issues even in circumstances where service desks are not staffed around the clock.



The synergy achieved by combining a virtual support agent with IT automation enables many, if not all, routine level-zero and level-one service desk tasks to be completed without any analyst involvement. This truly is self-service. Don't settle for anything less.