

# 5

## Reasons to Make Virtual Agent Adoption a Priority

How to solve an ITSM industry challenge: Deliver excellent service in a cost-effective way!

With the advent of **artificial intelligence**

we have the technology today that can change how you think. The rapid progression of

- 1 ▶ artificial intelligence
- 2 ▶ machine learning, and
- 3 ▶ natural language processing

has led to a huge spike in **chatbot** and **Virtual Agent development** over the years.



Here are five reasons why you should invest in Virtual Agents:

1



### Provide the On-Demand Service Users Expect

On-demand communication and collaboration with a Virtual Agent or chatbot has become a common experience in our consumer lives. Provide the On-Demand service users expect.

### Improve User Experience Compared to Traditional Applications

Virtual Agents provide a contextually driven, natural language question and answer dialogue that can guide users to an actionable result thereby improving user experience compared to traditional applications.



2

3



### Scale Customer Support Without Adding Human Resources

As your business grows, so do customer demands and expectations. Virtual Agents can help you scale customer support without adding human resources.

### Automate More And Reduce Cost

Automation is one of the best ways to reduce costs. Virtual Agents can easily automate tasks by prompting the user for specific information that will trigger actions.



4

5



### Improve Productivity and Job Satisfaction

Virtual Agents can streamline processes and perform mundane tasks that typically take time and effort for IT staff to execute. This improves productivity and job satisfaction.

Serviceaide's Virtual Agent can help you take huge strides toward better customer service and move ahead of the competition.

Visit [serviceaide.com/demo](http://serviceaide.com/demo) to sign up for a demo today.