

The Must-Have Guide To Selecting An Intelligent Virtual Agent



A virtual agent purpose-built for Service Management will provide a rich variety of functionality

Supports chat over Facebook Messenger, Google Hangouts, Slack, Skype, WeChat, MS Teams and other apps

A wide range of channels for end users to report issues

Includes a customizable web widget to embed in an internet or intranet site, and SharePoint

"Chatbots are expected to help companies trim costs by more than \$8B per year by 2022." Juniper Research

Supports the design of conversational responses that collect all requisite information:

- Allows customized welcome messages to be based on an end user's role
- Includes a form-based conversation designer
- Enables existing FAQs and other documents to be imported
- Supports user-response-driven conditional branching
- Supports conversation chaining
- Supports user input validation
- Supports customizable attributes
- Encourages use of knowledge content before creating a ticket
- Suggests associated actions at the end of a conversation
- Imports/exports skills from other instances including testing environments
- Supports customizable web service integrations
- Identifies unmet needs by comparing user asks to existing skills or FAQs
- Allows admins to view skill usage data to understand trends and identify improvements
- Allows for bot testing, including a debugging log
- Includes a troubleshooting log

Virtual Agents develop new skills in hours, not weeks

Understands end user's requests accurately and precisely

- Support for Multiple Languages
- Configurable matching thresholds
- Administrator-assisted machine learning training
- Automated user machine learning training
- Auto-correction of common spelling errors before processing
- Understands synonyms in user responses

Implementation of just 15 most used skills results in a 30% to 50% savings in manual efforts

Reduces the workload on support teams:

- ✓ Answers common questions with text and HTML links
- ✓ Fulfills requests by creating tickets in different ITSM systems
- ✓ Triggers fulfillment in an external system using SOAP or REST API calls
- ✓ Generates rich text emails to handle fulfillment
- ✓ Performs complex automated workflows to resolve a user's request
- ✓ Simplifies user responses with buttons, cards, images, and carousels
- ✓ Transfers users to agent, when required, seamlessly
- ✓ Schedules meetings with agents through simple prompts
- ✓ Supports configurable attempts before fallback

"Well designed bots can resolve 80% of customer interactions" Accenture

Integrates seamlessly with a wide variety of service desk software

Integrates with ITSM platforms from a wide variety of vendors

Integrates with a broad range of customer support software

90% of implementations take place in less than eight weeks

Includes an automation engine that implements actions in external systems:

- Integrates with Active Directory, Linux, MS Windows, VMware, and other IT network infrastructure and applications
- Integrates with software used by business teams in their day-to-day jobs such as CRM, ERP, HCM and other applications
- Supports notification APIs for sending reminders, announcements, outages, and follow-ups through end users' preferred chat channels

An IT organization that employs a virtual agent can experience self-service adoption of 50-60% and up to 85% in some scenarios.

Increases agent efficiency by following up on tickets automatically

- Automates follow up for resolved tickets
- Automates follow up for pending approval tickets
- Automates follow up for pending tickets
- Automates follow up for customizable conditions

Virtual Agents support Automated Follow-Ups which can reduce manual follow-ups by 30%

Making employees enthusiastic about the self-service resolution of technical issues is a must. Organizations should stop doing things the same way and expecting a different outcome—if the adoption of self-service is to increase to the 50-60% range, a Virtual Agent is a must.

Click here to schedule a demo of Luma Virtual Agent from Serviceaide

Find out if you are ready for a Virtual Agent