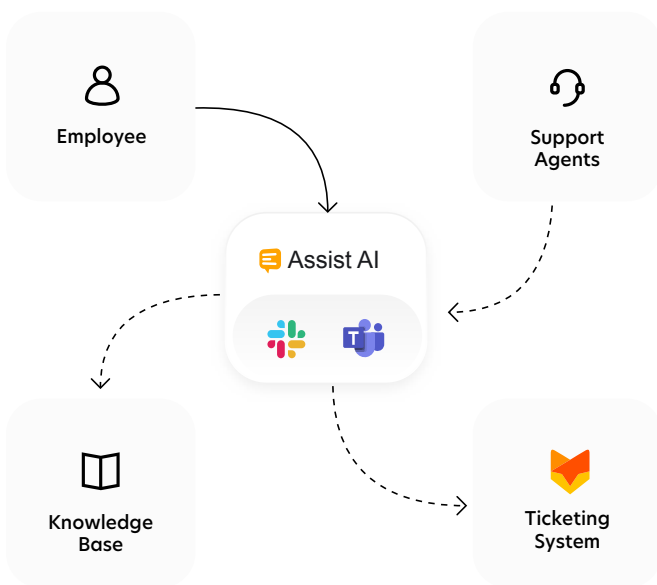


# How Conversational AI can reduce ticket volume by 60% and boost agent productivity

As a company grows, the frequency and volume of internal queries to the IT, HR, and Operations departments raises multifold. While increasing the size of internal support teams comes to mind, it may not be the most feasible solution. Solving this problem requires a synergy of knowledge management, collaboration, and technology like Artificial Intelligence (AI). HappyFox's Assist AI is an AI-driven conversational ticketing tool created specifically to combat this problem. A one-time up-front investment in Assist AI can help resolve a higher volume of tickets in lesser time and drastically cut down on operational costs.



## How Assist AI uses artificial intelligence to provide seamless internal query resolution

- Built on best-in-industry AI, heuristic Machine Learning (ML), and Natural Language Processing (NLP) capabilities, Assist AI provides relevant, instant, and actionable support that ensures your employees don't have to wait around until someone from IT, HR, or Operations revert.
- If you're a team that uses Slack or Microsoft Teams to communicate and resolve issues, you don't have to even switch between tabs. Assist AI works on these platforms without the need for human intervention or using an external portal to access KB articles.
- Assist AI is very low maintenance. It learns every day from user questions and feedback and trains itself to work best for you. Your agents can leave the support to Assist AI, as they focus on more high-impact work.

### 1 Streamlining knowledge sources

Very often, the queries raised to IT support teams can be easily solved with well-structured self-service portals. However, employees do not want to search through an entire knowledge base and would rather prefer redirecting their questions to the support team. Using Assist AI lets your support team focus on important tasks instead of answering questions that don't really require human input. Assist AI connects with a variety of knowledge sources and uses a combination of AI and NLP to surface the correct information when a question is raised. It then suggests the best matching answers that are specific to the employee's question. To best use this internal issue resolution tool, a well-maintained and regularly updated knowledge base can be a game-changer.

### 2 Cuts down on human intervention

IT and HR teams are often badgered with repetitive questions from new and seasoned employees alike, which tends to keep them from their other tasks. In an ever-changing environment, an AI-led tool like Assist AI can complement human agents. It can understand the intent behind a question using NLP, use ML to suggest questions based on user feedback, and give relevant answers by using a well-constructed knowledge base in tandem with AI technology. Your IT and HR teams will now be able to focus their time on bigger issues and tasks as more employees choose to engage in conversational self-service. They will only have to intervene when Assist AI cannot solve a query and a ticket is created.

### 3 Gets smarter everyday

As a collaboration and knowledge-reliant solution, Assist AI keeps track of all the information acquired over past conversations and ensures more accurate results over time. With each passing day, Assist AI streamlines more tailored, unique responses, interprets and answers new questions or commands, and improves employee experience according to their needs.

### 4 Auto-Escalation

Assist AI automatically escalates a chat to an agent if an answer isn't available in the knowledge source. The handoff is quite seamless and the user progress remains unaffected.

### 5 Automate and track critical operations

Automate everyday actions with a powerful workflow builder. Set as many SLA policies as needed to keep track of deadlines based on elapsed time or request nature. Routine IT/HR requests are automatically performed based on confirmation from the user.

### 6 Measure Team performance with Reports

Monitor and optimize your IT team's work with actionable reports and dashboards. Track key performance indicators like FCR% (First Call Resolution), Average Time to Closure, Average Response Time, etc. With information at hand, the IT support team can focus on finding gaps in their service and create better resolution workflows and knowledge base articles.

## Key Guiding Principles of Assist AI

### Understand, then train

The same question can be asked in countless, often ambiguous, ways. We have modeled our AI to break down each unique user request into structured pieces and intelligently extract intent from them. Our purpose-built ML and NLP models consider all possible sources and paths to resolution and also learn from user conversations to become better at determining the exact needs of employees at scale.

### Deflect tickets with AI

Assist AI can automatically respond to repetitive questions with answers from your internal knowledge base. Increased ticket deflection leads to decreased operational costs and improved employee experience.

### Learn and improve with feedback

Assist AI learns continuously and improves its responses from employee interactions and feedback. With advanced Machine Learning and AI models, Assist AI gets more accurate by the day.

### Track messages as tickets

Assist AI creates a ticket and maintains a complete record of all human and bot interactions for every support request. A thorough audit log helps to maintain business process compliance.

## Gain competitive advantage with Assist AI

Be an early adopter of AI and ML in internal issue resolution and see how the saved time, resources, and effort help your business succeed. Intelligent information search, retrieval, and updating can help break down knowledge silos, making information easily accessible and drastically improving overall productivity. With an improved knowledge management system, leverage Assist AI to enable your team to self-serve, and empower your support staff to get more done without repetitive distractions.