

Ivanti Neurons Digital Assistant

IT teams have been investing in improving self-service capabilities to reduce the load on service desk staff. Yet even with these investments, more than half of employees decide it's easier to contact IT directly than use their ITSM self-service capabilities — even when they want to help themselves. A majority of IT leaders reflect this sentiment, saying a small fraction of incidents are resolved without staff involvement.

Successfully automating employee self-service interactions has become an imperative to help IT teams refocus IT spend while improving workforce productivity and satisfaction.

Automate Routine Tasks

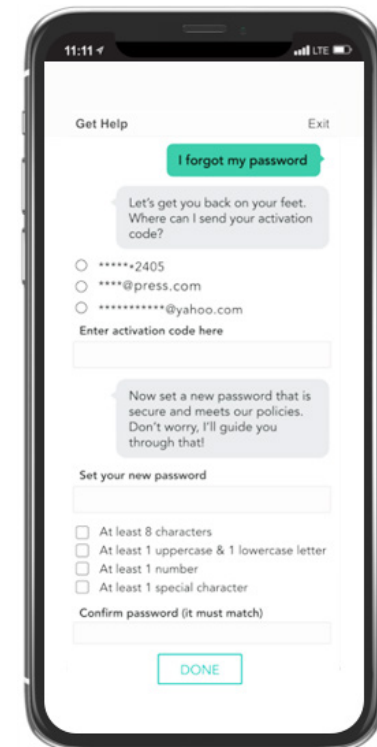
Ivanti® Neurons Digital Assistant is an AI-powered Virtual Support Agent (VSA) that automates the resolution of employee questions, issues and requests — with the consumer-like experience your employees now expect.

The Digital Assistant chatbot automates employee workflows, such as resetting passwords and ordering approved equipment, while delivering 24x7 coverage for the “Everywhere Workplace”. And when Digital Assistant doesn't know an answer, it automatically invites the right expert from your team into a conversation, so employees don't feel stranded.

End result? A 50% to 70% reduction in call volumes and a boost in employee-adoption rates of 80 to 85% — along with significant increases in employee satisfaction.

Integrated Chat Sessions

When Digital Assistant creates a ticket, it prepopulates all of the appropriate fields automatically so your team can focus on resolving employee issues instead of data entry, without changing their use of their ITSM tool. Chatbots are available 24x7 and are fully integrated with your ITSM workflows to further reduce your IT team's workload while delivering employees a true consumer-like chat experience.



Fast Time to Value

Digital Assistant comes with billions of understood phrases; the number grows daily through a crowd-sourced approach, continually learning and improving with every employee interaction. The solution engages your employees when needed to clarify questions or guide employees through troubleshooting issues, executing desired resolution workflows. No need to hire a data science team or computational linguists to build your own tool from scratch. Instead, deploy quickly without needing expensive AI talent to bridge the gap between AI and the semantics of human languages.

Digital Assistant integrates and immediately learns all of your knowledge articles to match them to employee questions, even if the articles use different terminology from what employees ask. Now employees have another easy option for finding the answers they need when needed.

Omni-channel Accessibility

Digital Assistant can also help your employees who use email or other channels. Accessible on any desktop or mobile device, Digital Assistant helps employees obtain the help or answers they need across a number of different interfaces, including email, phone, service-portal, collaboration tools (e.g., Slack, Microsoft Teams) and web and native apps. Employees can even get help by scanning a QR code.

Help Other Departments

Departments beyond IT can also benefit from Digital Assistant to deliver better employee experiences. Leverage the solution as part of your Enterprise Service Management (ESM) strategy for additional high-impact scenarios and use cases to increase employee adoption and ROI. Use a phased approach — beginning with a single department such as IT or HR — then add Facilities and other departments to ensure employees have one place for answers to many of their workplace questions. Sample use cases available out-of-the-box include:

IT Use Cases

- Workforce productivity
- 24x7 coverage for work from home
- Password reset
- Laptop refresh
- Software provisioning
- Application Migration
- Email list management

HR Use Cases

- Employee wellness
- Onboarding
- Vacation requests
- Open enrollment FAQs
- Provider requests
- Life moments help
- Benefit Inquiries

Facilities Use Cases

- Facilitating back to work policies
- Conference room issues
- Ergonomic evaluations
- Campus directions
- Order furniture

Enabling the Everywhere Workplace

Ivanti Neurons Digital Assistant delivers the built-in automation, scalability and security you need from the start. It's designed to scale up instantly as activity increases, then reduce resources when the need passes. This approach ensures employees' service experiences are quick and responsive, while you enjoy the economic benefits of efficiency by only paying for the resources you need when you need them.

About Ivanti

Ivanti makes the Everywhere Workplace possible. In the Everywhere Workplace, employees use myriad devices to access IT networks, applications and data to stay productive as they work from anywhere. The Ivanti automation platform connects the company's industry-leading unified endpoint management, zero trust security and enterprise service management solutions, providing a single pane of glass for enterprises to self-heal and self-secure devices, and self-service end users. More than 40,000 customers, including 78 of the Fortune 100, have chosen Ivanti to discover, manage, secure and service their IT assets from cloud to edge, and deliver excellent end user experiences for employees, wherever and however they work. For more information, visit [ivanti.com](https://www.ivanti.com)

The logo for Ivanti Neurons, featuring the word "ivanti" in a bold, lowercase, sans-serif font, followed by "neurons" in a lighter, lowercase, sans-serif font. The "i" in "ivanti" has a small square above it. The text is red.A vertical red bar with a gradient from light red at the top to dark red at the bottom, located to the left of the contact information.

[ivanti.com/neurons](https://www.ivanti.com/neurons)

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