

5 KEY THINGS TO CONSIDER BEFORE AUTOMATING END USER SUPPORT



FOCUSING ON VALUE

There is a lot of tech out there today and not all of it is adding real value. Everyday, companies strive to reduce operation costs, increase productivity and improve overall efficiency. One way companies are achieving these goals, is by incorporating intelligent automation in their desktop tool bot.

The advent of intelligent automation in IT operations brings a whole lot of value to an organization, by proactively solving problems, reducing ticket arrival rates, improving the end-user experience and much more.

Think more about end user experience - not just about tools, tech and cost save. Sure, these are important , but the long term value and ROI will be in the enhanced end user experience.

Many of our members have expressed interest in how to deliver more value to IT operations with intelligent automation. So, we thought it was important to give you insight that we gathered from our ecosystem of industry experts and experienced practitioners.

Sit back, relax and become informed.

PROACTIVELY SOLVING PROBLEMS

The need for speed. What is your most valuable resource? **Time**. And for any company, time is money. So, what happens when employees experience problems with their technology? Not only is time wasted, but employees aren't as productive and efficient, which results in lost revenue.

Intelligent automation monitors device performance, detects, diagnoses, and resolves issues without end user intervention, and preemptively handles scheduled maintenance to keep your technology up and running when you need it. This all leads to happier end users and less stress on your in house resources.



REDUCING TICKET ARRIVAL RATES

Less is more. As we mentioned above, intelligent automation proactively solves problems. This capability substantially reduces ticket arrival rates.

Intelligent automation uses efficient pre-trained models and its own knowledge base to solve issues on your desktop and in your control center, covering a large breadth of technologies.





IMPROVING END USER EXPERIENCE

Less pain, more gain. What is so hard about end user device management? Personal computers are “personal” and so are our smartphones. The level of diversity in the configuration of these devices is mind-boggling! Some of these devices are connected to our company’s private network and some are not. Our smartphones operate on our carrier’s network, so how can we make sure that we can support these devices remotely and automatically all the time? And, how do we make sure that our devices are responding to programmatic instructions that are verified and trusted? Intelligent automation enables you to solve these problems quickly and efficiently.

DIGITAL TO ANALOG TO DIGITAL

Stop the madness. When an employee has a problem with their device, they call the service desk. Then, they describe the issue to the service desk agent, and the service desk agent inputs that info back into a digital format by entering it into an IT service management system.

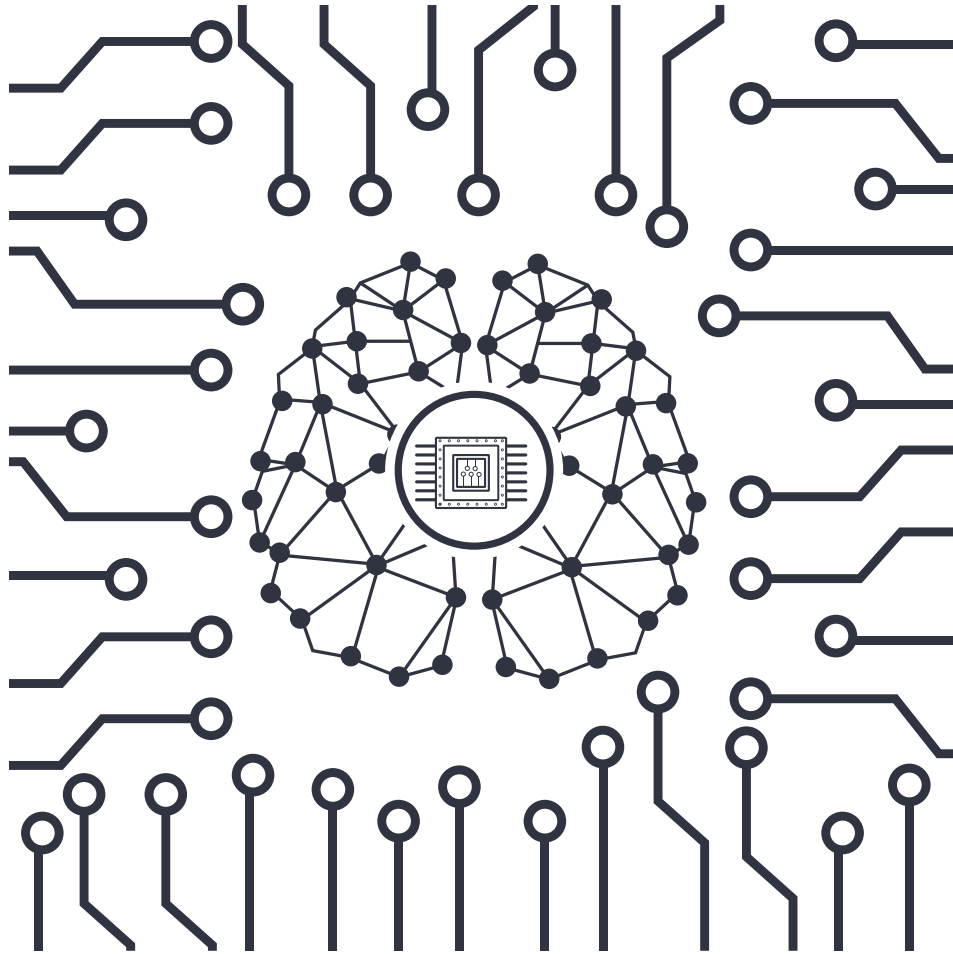
So, essentially, the current process goes from digital to analog to digital.

Seems counterintuitive and inefficient, doesn't it?

Especially, since we know that the IT department gave the employee the device in the first place. And, why does the department, that heads technology, need to ask the employee what the problem is?

Utilizing intelligent automation, can detect the problem digitally and solve it quickly.

This, in turn, will improve efficiencies and reduce operational costs.



SOLVING THE ASYNCHRONOUS DILEMMA

Your CTO will love this. When an app stops working, how do we know what the problem is? Network time out? Server is not working? Database that sits behind database isn't working?

Service desk administrators may be challenged by the asynchronous nature (not always connected to the network) of many of the laptops, desktops, and mobile devices in use today. Intelligent automation has overcome this challenge and can solve asynchronous and synchronous device issues.

LEARN MORE

Avoid Common Mistakes

We've received quite a bit of interest from our members on the benefits of intelligent automation for IT operations and end user support.

If you're also interested in learning about the topic, take advantage of IRPA AI's complimentary 30-minute phone briefing.

To schedule your briefing, with a member of our team, [click here](#).