

Ivanti Neurons Digital Assistant

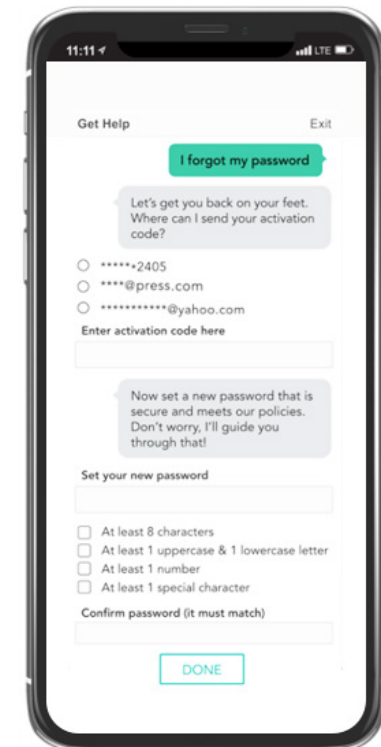
Automate Your Service Desk, Optimize Your IT Budget, Keep Your Workforce Productive

The shift to the Everywhere Workplace has placed new demands on IT. IT leaders have seen call volumes increase 150% or more with employee hold times nearing two hours. Leaders for HR, Facilities and other departments are facing similar challenges. It's clear further enhancing service and help desk automation is an imperative for business continuity planning, budget preservation, and improved workforce productivity.

Service agents have long been dealing with employees asking the same questions over and over again. This repetition negatively impacts your budget, Mean Time To Repair (MTTR), workforce productivity, plus your most strategic initiatives don't get the attention they deserve. IT leaders need to deliver the ease of consumer virtual assistant interactions into the workplace, delivering personalized and satisfying experiences to maximize employee adoption while reducing call volume.

Help From Your Virtual Support Agent

Ivanti Neurons Digital Assistant, our AI-based virtual support agent (VSA), delivers that outcome. Digital Assistant brings the experience of consumer virtual assistants, such as Amazon Alexa and Google Home, into the workplace giving employees the kind of self-service experience they have come to expect from their consumer lives. Digital Assistant automates resolution of employee questions, issues, and requests with personalized experiences resulting in employee adoption rates over 80% and reducing service desk call volume up to 70%. Digital Assistant scales to meet the most demanding increases in your call volume, enabling you to better support your workforce through any situation. Having Ivanti Neurons Digital Assistant complementing your team will save you valuable budget dollars while keeping your workforce productive.



Keep Employees Productive

Employees can more easily get immediate answers personalized to their job role, location, and even the equipment they use. And Digital Assistant can walk employees through experience-based workflows, like how to reset a password, since not every question has a simple answer. If Digital Assistant doesn't have an answer, it automatically generates a ticket and routes to the appropriate service team member, providing a seamless handoff. This gives your employees time back in their day, making them more productive and increasing their job satisfaction.

Give Your Help Desk Agents More Time

Let Ivanti Neurons Digital Assistant answer the repetitive questions that take time from other things your help desk agents want to do. This is important because agent attrition rates are at an astonishing 41% according to the Help Desk Institute (HDI). This means by the time your team members understand your environment, they are moving onto their next opportunity. HDI also states attrition rates are lower in environments that deliver a great work experience. With Digital Assistant helping, your staff better focuses their time on projects that add more strategic value to the organization while enjoying a better work experience.

- Billions of phrases understood day one
- Advanced NLP delivers highest accuracy
- FAQ management that is easy and intuitive
- Omni-channel accessibility drives adoption
- Scales for the most demanding environments

Language Cloud Speeds Time To Value

Ivanti Neurons Digital Assistant uses a crowd-sourced model to better understand the language of employees with a high degree of accuracy from day one, bridging the gap between AI and the semantics of human language. The Employee Language Cloud comes with billions of phrases understood, and the number grows daily through a crowd-sourced architecture, enabling Digital Assistant to continually learn through every employee interaction. The Employee Language Cloud also includes researched responses for common applications (e.g., Office 365, Google Suite, Zoom, WebEx and others), while providing customers with the ability to easily add and edit their own content, so Time To Value is extremely fast. With the Employee Language Cloud, there is no need to hire a data science team or computational linguists to build your own tool from scratch, enabling the fastest deployment on the market without hiring expensive AI talent.

Equally as important, Digital Assistant includes a Natural Language Processing (NLP) engine built on a unique architecture, maximizing its ability to understand what employees are saying. Digital Assistant is also multilingual and supports Czech, English, French, German, Italian, Japanese, Simplified Chinese, and Spanish, with more languages coming.

In addition to understanding employee language, answering questions, and submitting tickets, Digital Assistant delivers true conversational experience. That means that it'll engage with employees to clarify when a question is too vague or walk employees through troubleshooting issues, executing resolution workflows when available.

Keep Up With Changes In Real Time

Take advantage of the FAQ Management capability so Subject Matter Experts (SMEs) can easily create, edit, or retire content. SMEs simply type in a sample phrase within the tool, and then are guided through the appropriate steps. Responses can be specific to job role, location, and more, which is critically important in cases like pandemics, when policies are changing daily and are likely specific to city, state/province, and country.

Content updates can be completed in minutes by non-technical staff, saving countless hours and significant cost from highly skilled developers, data scientists, and computational linguists. And because it is so easy to use, SMEs can implement critical content updates when needed, keeping your instance of Digital Assistant up to date for new tools, processes, benefits and more.

Easier Delivery of Your Knowledge Articles

Digital Assistant integrates your current knowledge management practice to further leverage the work you have already done and expertise you already have. It uses a machine learning model to immediately learn all of your knowledge articles and map them to the Employee Language Cloud. Articles are matched to employee questions, even if the articles use different terminology from what employees ask. Now employees have another option to easily find the answers they need rather than using keyword searches in your portal.

Digital Assistant improves response accuracy by building a language model from your content and extending that with the expanded vocabulary of the Employee Language Cloud. Digital Assistant analyzes the meaning of the entire phrase, not just the keywords, delivering more accurate results. In addition, Digital Assistant monitors for any changes to knowledge articles and will update the model instantly if a change is noted, freeing you from updating content in two places.

Extending Omni-channel Accessibility

Digital Assistant can also help your employees who use email or call the help desk. Old habits are hard to break, and if you want to change established behavior you need a comprehensive omnichannel strategy. Digital Assistant can be accessed on any desktop or mobile device, further deflecting employee issues from your service desk across a number of different interfaces including email, phone, service portal widget, collaboration tools (e.g., Slack, Microsoft Teams), web, and native apps. Employees can even get help by scanning a QR code.

Digital Assistant also integrates with your Interactive Voice Response (IVR) systems, enabling an option to employees who call the help desk when placed on hold. Employees receive answers in seconds instead of waiting minutes to hours on hold, resulting in higher productivity and less downtime. The IVR system can simply link to the Digital Assistant's Get Help interface or to specific workflows to handle requests such as password reset or VPN access.

Helping Other Departments and Business Units

Digital Assistant can help other departments in your organization deliver better experiences beyond IT. Leverage Digital Assistant as part of your Enterprise Service Management (ESM) strategy for the scenarios and use cases that will make the most impact from the start in terms of both employee adoption and ROI. While many organizations start with a single department such as IT or HR, they quickly add Facilities and other departments to ensure employees have one place to go to answer many of their workplace questions. Example use cases 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

Improve Employee Productivity During Changes

Digital Assistant offers Conversational Surveys, an AI-based survey designed to inform decision making while triggering actions in real time. Use these interactive surveys to get an ongoing pulse of employee sentiment related to any type of change. Whether deploying new technology or making decisions related to bringing employees back to work after a crisis, Conversational Surveys help ensure your employees will be happy and productive while you save valuable budget dollars through data driven decisions.

Enabling the Everywhere Workplace

The need for organizations to respond and adapt quickly to keep employees safe and productive during times of change has become an imperative. More is needed to complement the traditional ways of getting employees the answers they need when they need it.

Ivanti Neurons Digital Assistant is enterprise ready, with the automation, scalability and security you

need built in from the start. Digital Assistant leverages an elastic architecture to instantly scale up as user activity increases, and then remove resources when no longer required. This means the user experience will be quick and responsive while you enjoy the economic benefits of efficiency by only paying for the resources you need when you need them.

To meet customers security requirements, Digital Assistant is also SOC 2 certified. SOC 2 is designed for any service provider who stores customer data in the cloud, requiring them to follow strict security policies and procedures to ensure the security and confidentiality of any customer data. Our SOC 2 compliance guarantees we follow the correct processes to prevent data leaks, giving you peace of mind.

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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