

Challenge: Businesses Need to Elevate Employee Experience

While businesses have recognized customer experience as a critical success factor for some time, in recent years more and more are turning their focus to employee experience. Forrester Research has stated that the impact of employee experience on the bottom line is “undeniable,” and that ignoring employee experience is “perilous.”ⁱ

Key to creating a positive experience for employees is to provide them with intuitive tools that both boost productivity and make the work more enjoyable. Virtual assistants, virtual agents, and conversational user interfaces have emerged as a critical technology in this space. These solutions are being adopted rapidly. It is estimated that as many as ¼ of all digital workers will make daily use of a virtual assistant within the next two years.ⁱⁱ

Solution: Cherwell Virtual Agent

The Cherwell Virtual Agent (CVA) is designed to bring natural language processing capability to Cherwell service management environments. CVA leverages advanced AI and machine learning technology to provide natural language access to the automations within the service catalog. Users can just say what they want to do and CVA goes to work, either providing knowledge support or implementing the automated next step defined within the service catalog.

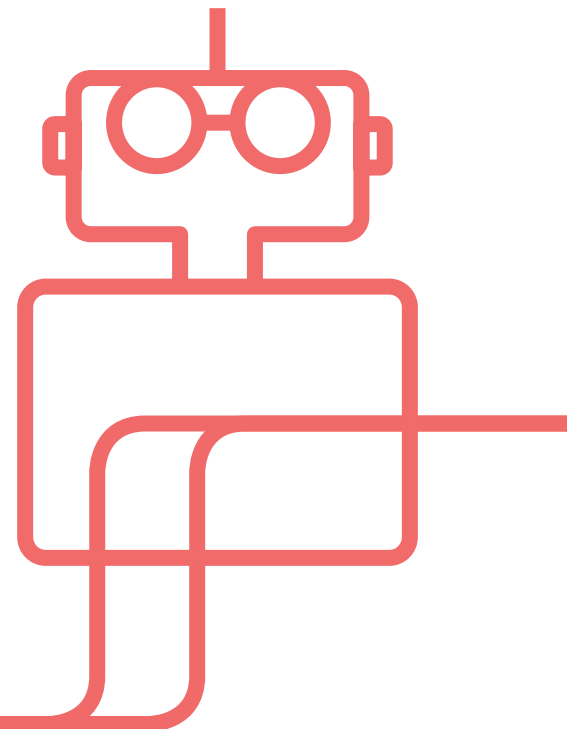
CVA can support a wide variety of use cases, depending on your organization’s requirements. It can provide simple predictive interpretation of text, trigger search to find related information, or combine both of these with a defined sequence of automations to complete a wide variety of common tasks. It is a good fit both for making help-desk technicians and other users more productive and for supporting self-service for end users.

At a Glance

CVA improves employee productivity and speeds up incident resolution by translating often-imprecise user requests with AI-driven intelligence to trigger the right action or a drop down of possible actions.

Advantages

- Enhances employee service experiences
- Provides an intuitive chatbot interface
- Enables automation of tedious administrative tasks
- Accelerates incident resolution
- Boosts productivity and job satisfaction
- Learns as it goes

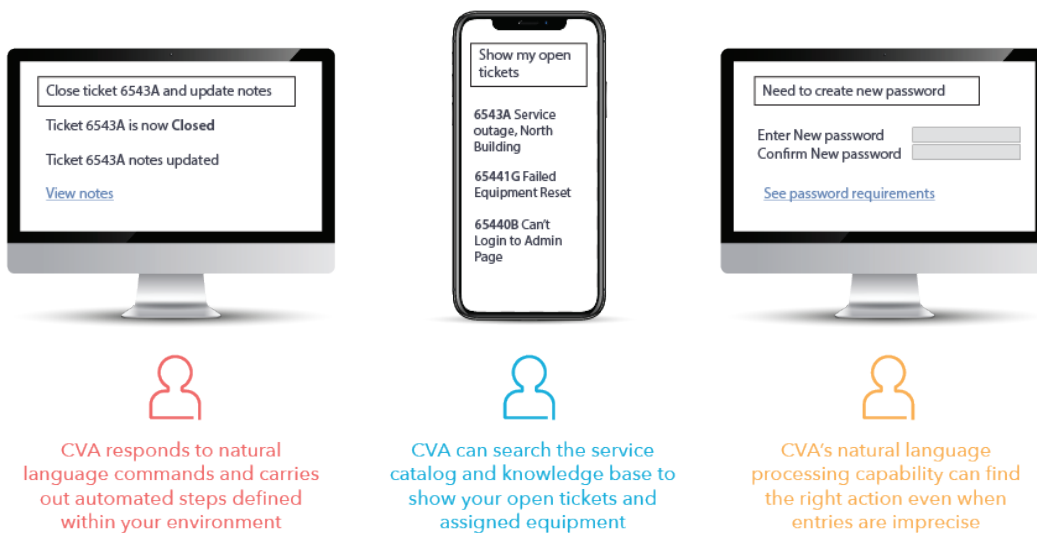


How it Works

CVA enables intuitive natural language interaction between the user and Cherwell Service Management (CSM). The user activates the agent by typing in the self-service portal input box. CVA then applies machine learning to identify the intent of whatever the user entered and to auto-populate various options like managing a ticket or initiating an automated action. When users submit requests like resetting a password, making a service request, reporting an incident, or seeing request status, the result is instant and on target.

Benefits

- Identifies possible interpretations based on defined syntax
- Integrates seamlessly with pre-defined and automations in the service catalog
- Can trigger any sequence of automations required
- Fully configurable and customizable to support the tasks and terminology common to your environment



CVA is fully integrated with Cherwell IT Service Management (ITSM) and Cherwell Enterprise Service Management (ESM) workflows to enable faster incident resolution via automation that drives better employee and customer experiences.

Learn more about how the Cherwell Virtual Agent enables self-service and collaborative incident resolution: cherwell.com/csm10.

Cherwell has consistently ranked as an industry leader in ITSM and ESM software. The Colorado based company is rated as a top employer state and nationwide, with its customer-first approach. Find out more about Cherwell products and services at Cherwell.com.

¹The CIO's Guide To Employee Experience, Forrester Research, April 8, 2019

²Emerging Technology Analysis: Conversational UI for Software Product Innovation, Gartner, August, 2019