# Meet the world's smartest virtual agent for IT and HR employee service

Improve Your Employee Experience
with PeopleReign

PeopleReign

An enterprise service desk is the primary contact point for IT and HR employee problems. When an employee needs to onboard, troubleshoot a printer, upgrade the security on a laptop, or get access to a new system, the service desk comes to the rescue. Unfortunately, our recent study of larger organizations found that 53% of employees purposefully avoid the help desk, with another 8.5% using it grudgingly. That means over 60% of your employees are unhappy with your current service desk. Another recent research report suggests that the average worker is only productive for about three hours a day in a typical eight-hour day.

Yes
53%

No
38.5%

DO YOU
PURPOSEFULLY
AVOID THE
HELP DESK?

Use it, but
grudgingly
8.5%
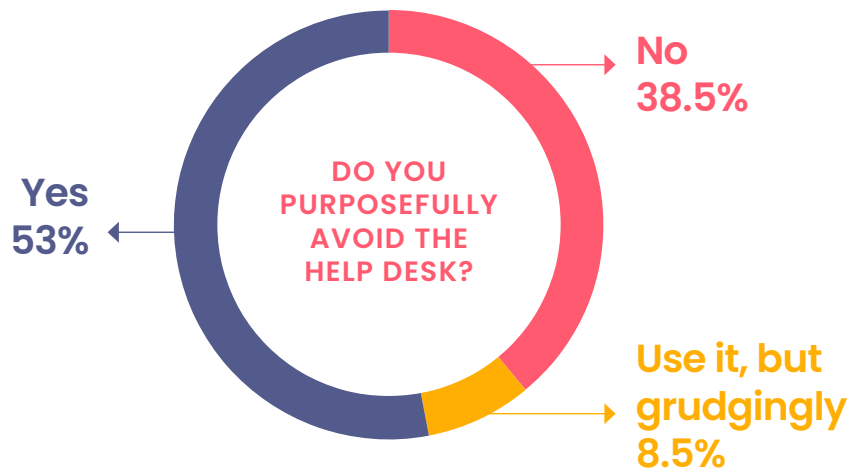
At PeopleReign, we help employees spend more time doing what they love - and less time waiting on hold. PeopleReign is pioneering the post-ticket world. In this new world, no employees should spend time struggling to get basic information and questions answered – especially about IT and HR systems and benefits. We want employees to do great work for their organization, not spend time frustrated, figuring out how to navigate daily administrative tasks.

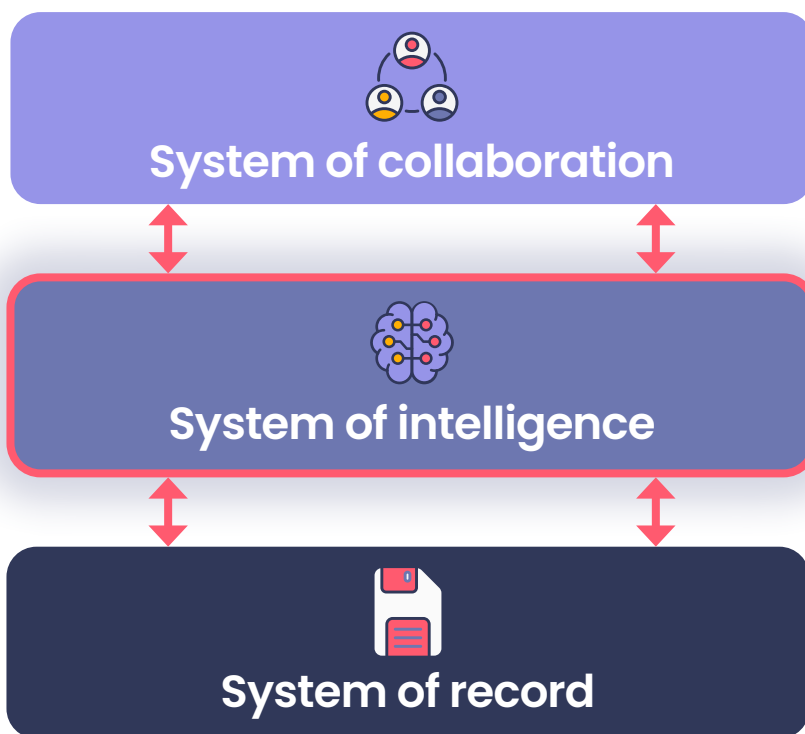## PeopleReign is a system of intelligence

At most service desks, every conversation with an employee is stored in a ticket. These tickets are stored in isolated and commoditized systems of record like ServiceNow, Jira, or Salesforce, systems that allow you to track, manage requests, and store data. Sounds good, right? However, regardless of the problem, outcome, or learning, everything is forced into this rigid ticket —a little like the old adage that if all you have is a hammer, everything looks like a nail.

Contrast this with how your employees actually work. With the digital transformation of the last decade, an employee's daily workflow has shifted to collaborative systems—they spend most of their day in systems like Slack and Teams, working together and solving problems. When an employee encounters an issue, they need to stop what they are doing in their system of collaboration and interact with an antiquated system of record—losing valuable productivity and increasing frustration. It's no wonder that your employees don't want to engage with the service desk. Why do we insist on this paradigm when it isn't working?

Isn't it time we admit that one key issue with the employee experience is that systems of record have locked data into application silos? AI systems of intelligence like PeopleReign mine data for answers and then convert those answers into AI models that automate resolving employee service requests. PeopleReign ties together the system of record and the collaborative system in an omnichannel approach with the employee at the center.

The future of work is based on systems of intelligence. They sit between and are deeply integrated with legacy systems of record and modern systems of collaboration. At the moment of truth, when an employee encounters a problem, they engage with an intelligent peer in the system of collaboration using their preferred method of interaction: chat, text, voice, email, whatever they prefer. The system of intelligence does the hard work by engaging with the system of record and assisting the user with the power of AI from within a collaborative work platform.

System of collaboration

System of intelligence

System of record

As a system of intelligence, only PeopleReign AI delivers a built-in data scientist. If you care about automating the entire lifecycle of service requests, only PeopleReign can do that. As experts, we focus on selecting and tuning AI algorithms to deliver exceptional employee experiences. Only PeopleReign understands over five million HR and IT work concepts out of the box. These concepts stored in ontologies enable problems to be quickly classified and narrowed down. This includes active learning, identifying known unknowns, and providing a direct transfer to a live agent when the system needs help from a human to answer employee questions. This leads to explainable results so good they're like combining all the expertise from the world's best support agents into one digital brain that continuously learns from every interaction. And only PeopleReign starts by mining your enterprise data for better answers. These results are converted into AI models that automate resolving employee service requests before service disruption.

PeopleReign is Day One Smart, with 5 million common HR and IT concepts already pre-configured. Check out the infographic for more about this unique aspect of the PeopleReign employee experience AI platform.

Systems of Intelligence solve IT problems

Accelerate the future of work using a system of intelligence.

IT and HR issues are complex and non-deterministic. For example, if someone says, "my laptop is slow" you need to know all of the following to troubleshoot the issue:

- What kind of laptop is it?

- What happened before it became slow?

- What is the operating system version?

- What browser are they using?

- Are they eligible for a new laptop?

And the list goes on. While traditional chatbots can ask simple questions and are appropriate for ordering a pizza or placing a travel reservation, systems of intelligence are designed to gather information, ask related questions, and solve complex problems using sophisticated ontologies and knowledge graphs integrated with orchestration systems to take action.

Chatbots are not systems of intelligence. They are perfect for solving deterministic problems—like booking a table at a restaurant. They are not designed for complex IT and HR problems and do more harm than good when used to augment a service desk—see the above statistic about how many employees avoid the help desk entirely because the experience is so frustrating!

> **PeopleReign delivers better answers to our global colleagues. PeopleReign recommendations reduce the time required to resolve issues, and the AI models get smarter over time. Our agents use PeopleReign, but the real beneficiaries are all our employees. We value our partnership and have big plans with PeopleReign in the years ahead.**
>
> FORTUNE 500 FINANCIAL FIRM

Remote Work Causes Help Desk Overload

With employees suddenly working from home during the pandemic, the IT help desk was overwhelmed with requests for assistance:

- Monthly help desk ticket volumes **increased 35%**

- Time to handle a help desk ticket **increased from 7.37 minutes to 9.54 minutes**

- Mean time to resolution **rose from 6.18 hours to 9.72**

- Cost of a support ticket **grew from $20.44 to $26.51**

- Customer satisfaction **decreased from 83.3% before the pandemic to 74.7%**

- The backlog of unresolved tickets **rose from 7.2 days to 12.1**

- Job satisfaction among help desk staff **decreased from 76.8% to 67.11%**

Source: "Helpdesk Meltdown Due to Absenteeism, Low Morale and Increased Workload" Cliff Saran, Computer Weekly, February 2021
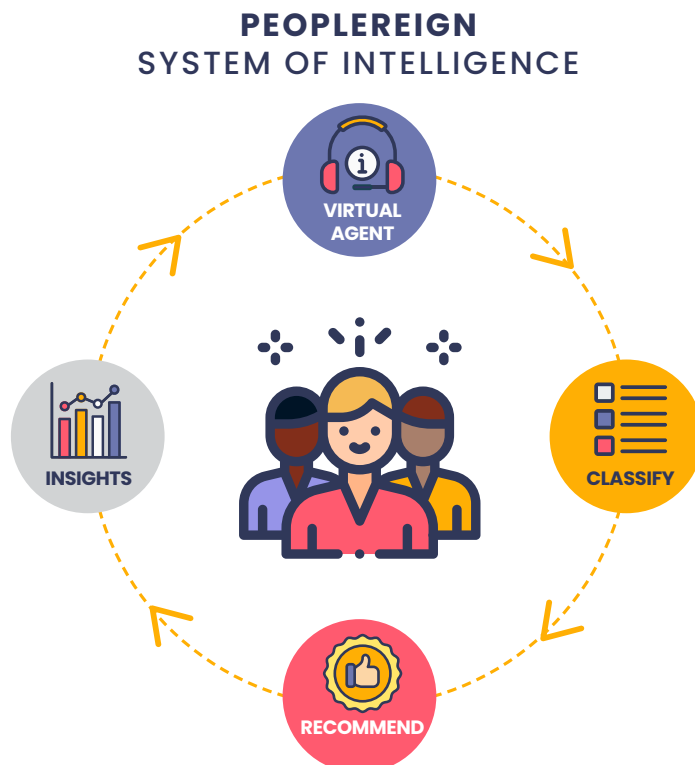
Why PeopleReign

PeopleReign is the conversational AI platform that automates the resolution of IT and HR issues for employees. Unlike alternatives, only PeopleReign owns the lifecycle of service requests with applications and automated machine learning that extend beyond chatbots. We work with leading geographically-distributed organizations committed to discovering and achieving the future of work.

Ask yourself these questions to see if PeopleReign is right for your organization?

- Do you want solutions to problems or just a chatty bot?

- Do you want contextual recommendations for live agents if the virtual agent isn't sufficient?

- Do you want predictive analytics for your service owners to prevent future issues from occurring?

- Do you want to deliver a better employee experience while reducing call volume and cost per ticket?

Chatbots resolve simple requests but don't use natural language processing (NLP) to understand meaning and intent. Chatbots are an excellent approach to basic tasks (like ordering a pizza). When it comes to help desks for dealing with geographically dispersed employees who speak multiple languages and have complex IT and HR issues, well, it's just not the right solution.

On the other hand, the PeopleReign system of intelligence provides four applications designed to support employees, live call center agents, and service owners. The Virtual Agent, Classify, Recommend, and Insights complement and enhance traditional systems of record like ServiceNow, Workday, and Jira Service Desk. Employees are empowered to focus on critical thinking, empathy, coaching, and intuition–innately human skills–while AI automates mundane tasks.

PEOPLEREIGN
SYSTEM OF INTELLIGENCE

APPLICATION		BENEFIT	FEATURE
Virtual Agent	Allows employees to ask questions and request goods and services in real-time 24/7 with virtual agent technology that uses natural language	Take action	Reset passwords, update distribution lists, provision software licenses, etc.
		Answer questions	Reduce call volume and improve customer satisfaction
		Order goods and services	Improve self-service usability
		Omni-channel	Voice, chat, text, email
Classify	Frees support agents from the mundane task of reviewing and routing tickets by automatically prioritizing, routing, and assigning incidents	Intelligent routing	Fewer hops, lower MTTR
		Route around level one triage	Reduce cost per ticket
		Predict the value of any field in any form in any app	Reduce human error and resource dependencies
		Analyze routing and assignment patterns	Make better decisions about resources, costs, and triage processes
Recommend	Helps support agents fix problems faster the first time with contextual recommendations using information across multiple systems of record	Pin answers to questions	Shift support burden to self-service faster
		Show fulfillers the right answer with intuitive cards	Reduce MTTR
		Deliver answers across data sources	Provide the best answers without process changes or tool consolidation
		Visualize answer trends	Eliminate content gaps and improve content quality
Insights	Helps service owners make better business decisions with predictive analytics dashboards that monitor interactions across Answers, Predict, and Advise. Analyze provides actionable insights across the entire employee service lifecycle.	Visualize trends based on automated interactions	Understand health of service
		View common questions and answers	Improve content coverage and quality
		View service health trends	Take proactive action to reduce user impact
		View routing trends by assignment group	Optimize triage processes by visualizing how work is allocated

Only PeopleReign delivers a complete system of intelligence. The following table shows a comparison between PeopleReign and alternatives.

	CHATBOT	PEOPLEREIGN'S VIRTUAL AGENT
Comes with 5 million work concepts already loaded into the system	X	✓
No manual programming required to be useful on the first day	X	✓
Omnichannel (voice, synchronous chat, SMS, email)	X	✓
Learns as it goes	X	✓
Uses Natural Language Processing for intent detection	X	✓
Automated support for 27 languages	X	✓
Can manage lifecycle of tickets	X	✓
Recommends next best steps to live agent if request is passed on	X	✓
Part of a robust system of intelligence	X	✓

What is a chatbot?

A chatbot is a type of software pre-programmed with a variety of responses to simple questions. It's not a virtual agent because a) it only chats (no voice recognition or omnichannel responses) and b) it doesn't use conversational AI and learn as it goes.
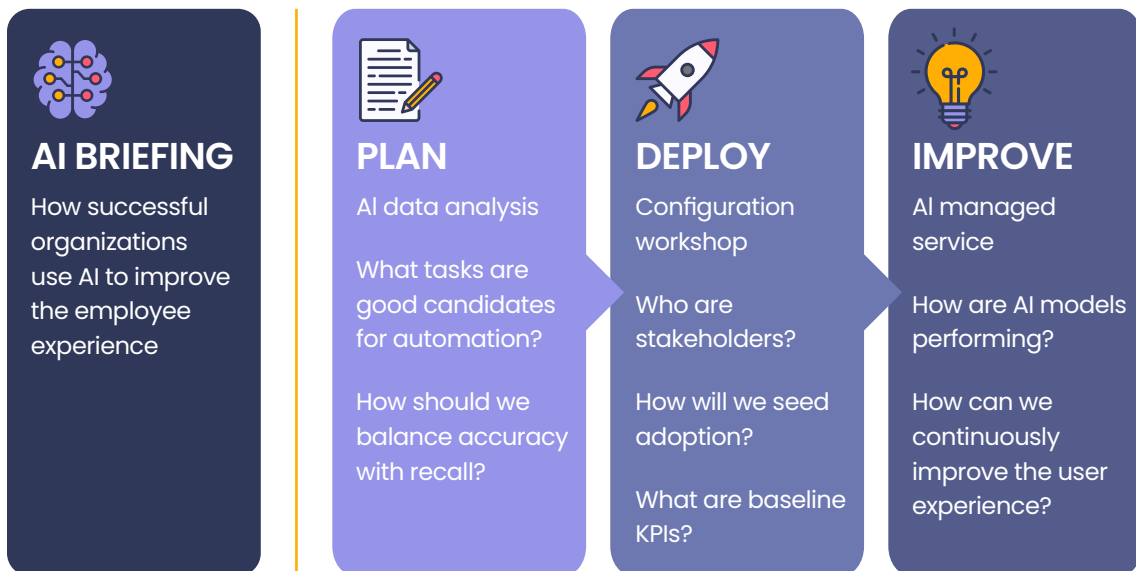
LEARN MORE HERE

PeopleReign is passionate about customer success

Our recent research showed that over 40% of help desk requests aren't answered for hours or often days. That's the kind of employee problem that keeps us up at night! And it's the kind of productivity issue we fix. While others say they are passionate about their customers succeeding, only PeopleReign is willing to share the risk with customers to guarantee success. Our three-phase AI success plan delivers up to 85% reduced cost per ticket, 65% reduced ticket volume, 40% reduced MTTR, and 55% reduced first-call resolution in less than thirty days.

THE AI SUCCESS PLAN
IMPROVING THE EMPLOYEE EXPERIENCE

AI BRIEFING	PLAN	DEPLOY	IMPROVE
How successful organizations use AI to improve the employee experience	AI data analysis What tasks are good candidates for automation? How should we balance accuracy with recall?	Configuration workshop Who are stakeholders? How will we seed adoption? What are baseline KPIs?	AI managed service How are AI models performing? How can we continuously improve the user experience?

We start with an AI briefing that focuses on how successful organizations use AI to improve the employee experience, then move into the AI Success plan. This starts with a data-driven planning and configuration workshop where we work with you using your data to determine the most critical metrics for your organization and how PeopleReign can improve them. The third phase, "Improve," is where PeopleReign data scientists continuously monitor the accuracy of your AI models and optimize them to achieve maximum call deflection.

Ready to get started?

We believe AI is powerful—but only when used to make humans the best versions of themselves.

REQUEST YOUR AI BRIEFING HERE TO DELIVER THE EXPERIENCE YOUR EMPLOYEES DESERVE!