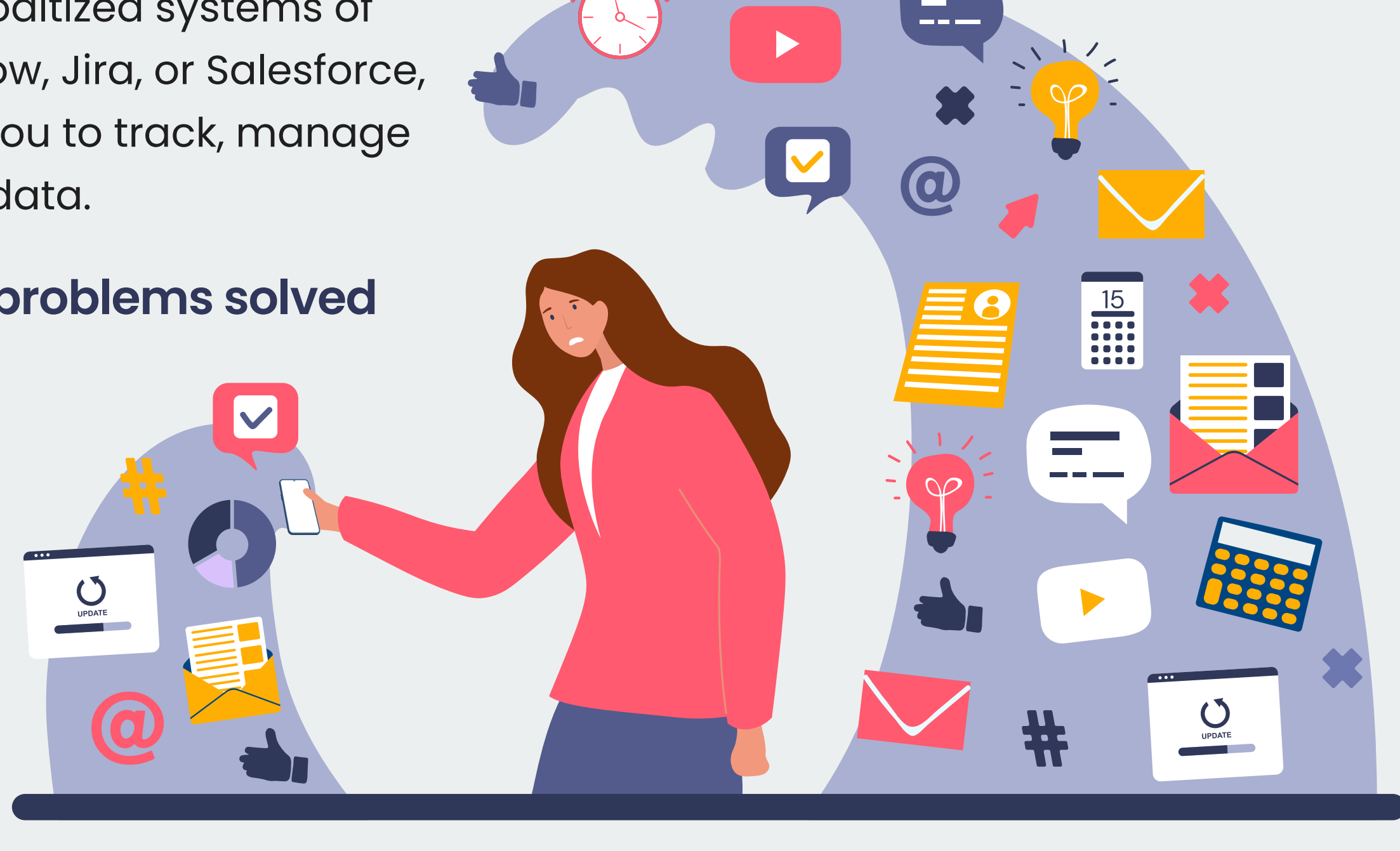


Future of work & the System of intelligence

Isn't it time to reduce employee friction?

For over twenty years when an employee calls their service desk this data 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.

✓ All employee problems solved



✗ Problem solved?

No! 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.



“The definition of insanity is doing the same thing over and over again and expecting different results.”

➔ Isn't it time we focus on reducing employee friction?



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.

We asked the experts

THE CIO SAYS

We surveyed 250 global CIO's and asked what does "smart service" mean to you?

“Never need to enter the same information twice.”

“No waiting on hold.”

“The right answers the first time.”

“Speak my language.”

“Don't close the ticket until the problem's fixed.”

“Let me know before there is a problem.”

THE EMPLOYEE SAYS

We surveyed 1,000 employees who work at companies of 5,000 or more employees and had interacted with their company's help desk in the last year.

We asked them how can help desk experience be improved:

“Instant response. No queue. Availability of experts available to help”

“Treat me like a human – not like a bot!”

“It needs to be more interactive and user friendly”

“Quicker answers that are actually helpful for more complex questions”

“I wish it could give immediate solutions for issues”

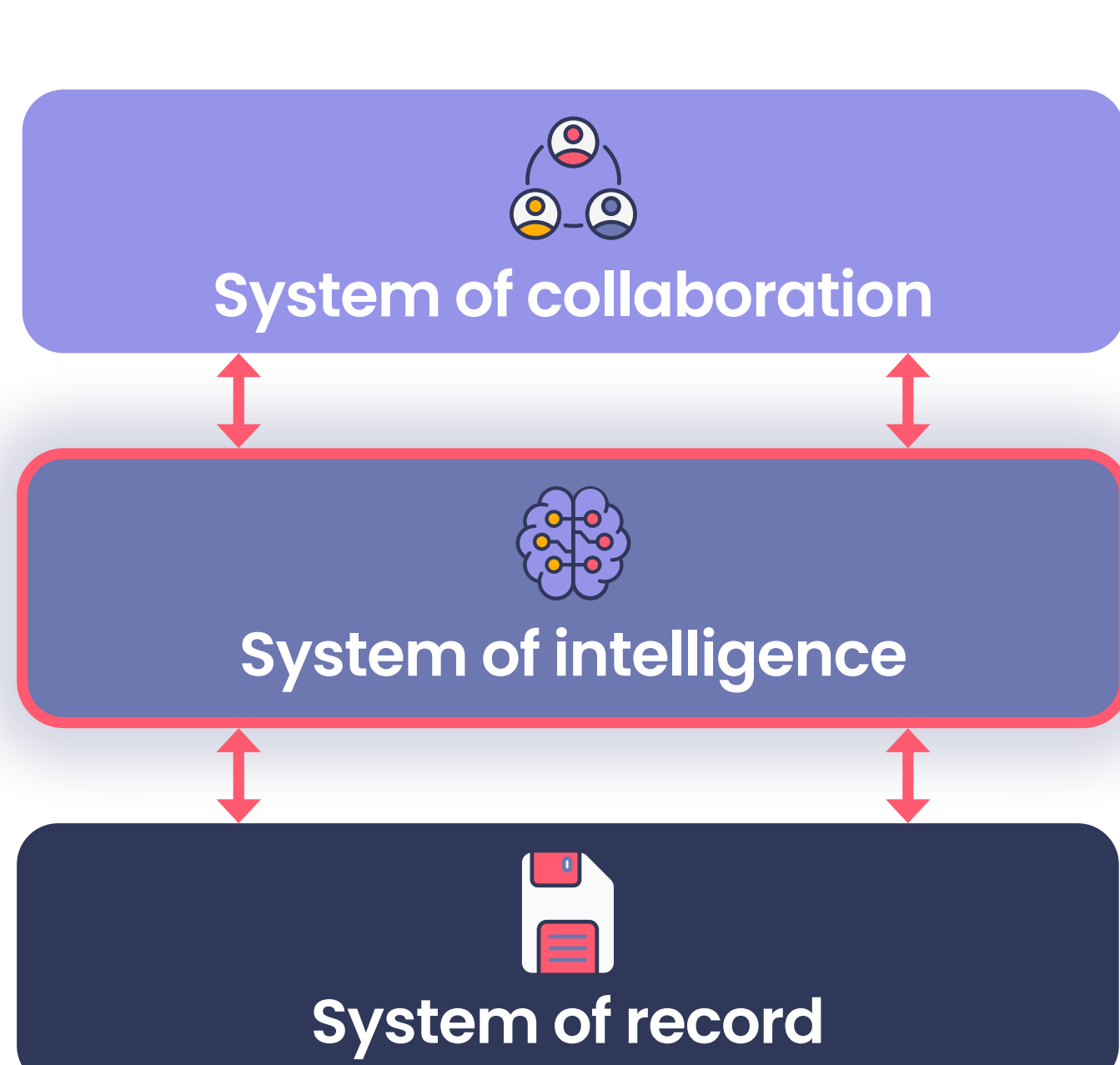
“To provide the resolution in a faster way”



How can we make this work?

SYSTEMS OF INTELLIGENCE ARE THE FUTURE OF WORK

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.



Isn't it time to break the cycle of insanity?

ASK YOURSELF THESE QUESTIONS TO SEE IF A SYSTEM OF INTELLIGENCE IS RIGHT FOR YOUR ORGANIZATION?

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



Learn more at Peoplereign.io in “Meet the world's smartest virtual agent for IT and HR employee service”.

