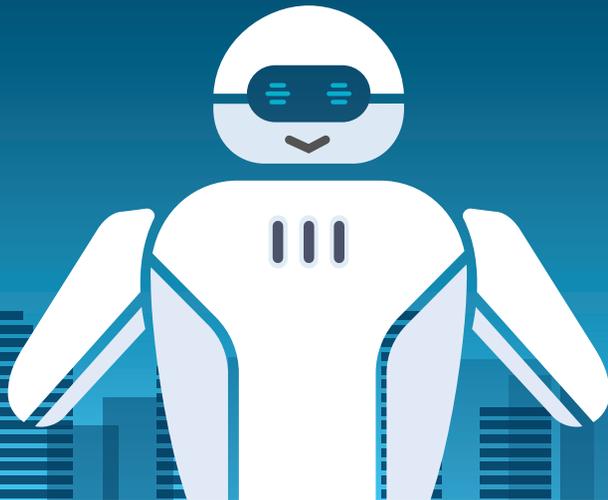




The Service Management Company



Chatbot

Automate standard requests
to save time and money

Reduce ticket flow to your service desk and HR department

Deflect routine calls from the service desk by using Chatbot.

Scalability and flexibility

Expand new services and manage surges in requests, without additional cost, in order to meet business demand.

Strengthen end-user experience

A consistent high-quality response and 24/7 service means increased customer satisfaction.

Configured in ServiceNow®

Quick configuration of your service offering, supporting new services in minutes, not months.

Communicate anywhere anytime

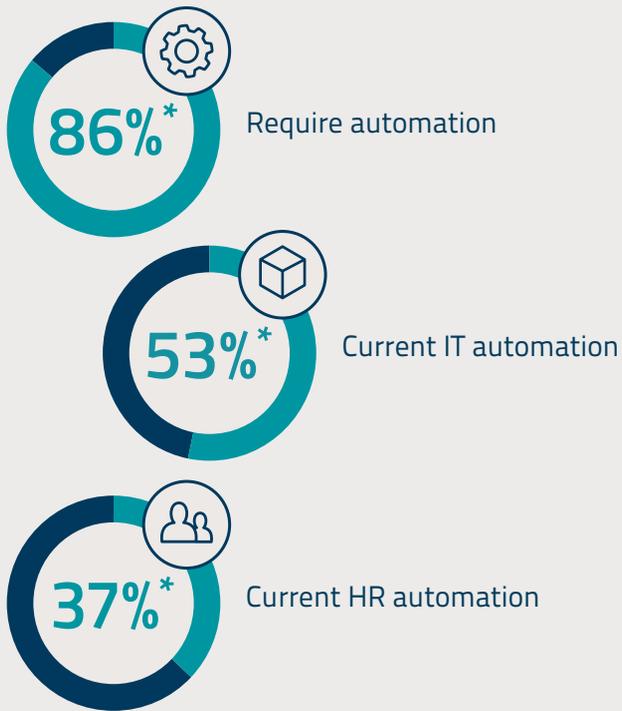
Interact with Chatbot through familiar tools such as Slack, Skype, Skype for Business, Microsoft Teams, Facebook Messenger and others – on desktop and mobile devices.

Maintain a full audit trail

Conversations are logged in ServiceNow® and linked to incidents allowing a full record of each conversation.

TESM is a Gold Services Partner of





The problem

According to research undertaken among 1,850 businesses across the globe by ServiceNow® in March/April 2017, the modern workplace is driving an overwhelming need for agility and speed, creating unprecedented demands on employees. 86% of those companies predict that by 2020 they will hit their breaking point and need greater automation to get work done.

The volume of work is increasing dramatically and is not sustainable when the work is all done manually. Enterprises are already struggling to find the resources they need, and the skills the existing people have are being wasted on administrative, low-value activities.

There is a huge scope of improvement to be realised in two particular departments of your organisation: IT service management, and HR. Of the business surveyed by ServiceNow®, IT services were the most automated, at 53%, and HR were the lowest at 37%. Both of these areas have manual, repeated, administrative processes that could be made efficient through automation. The technology exists, and TESM has developed a solution to help you use it.

*Of 1,850 businesses surveyed

The solution

By utilising emerging technologies, employees can free up their time for what really matters and businesses can reduce costs. With an understanding of natural language, thanks to Microsoft Luis technology, TESM Chatbot is an intelligent assistant that leverages data and knowledge, held within ServiceNow® to reduce HR or service desk ticket flow. Utilising your existing collaboration platform gives and improved, simple and consistent user experience.

You can communicate with Chatbot on mobile or your desktop, 24/7 using familiar channels such as Slack, Skype, Teams, Facebook Messenger and others.

The Chatbot, which can be designed with your unique name and corporate branding, will complete many of the repetitive tasks that your service desk or HR department deal with day to day. This frees up resource or eliminates the requirement for additional resource, providing you with dramatic cost savings, and more satisfied users.

Being configured and controlled in ServiceNow® allows you to quickly configure your service offering. You can also configure business specific words and phrases and quickly provide access to new or updated content, 24/7 using familiar channels such as Slack, Skype, Skype for Business, Teams, Facebook Messenger and others.



For further information on Chatbot please contact us:
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