



Maximum ROI for a Managed Service Provider through a strategic investment in a service desk chatbot.

Managed Service Provider overcame scripting and ITSM integration limitations, reducing endpoint issues, and capturing real-time user feedback, leading to increased adoption rates and streamlined operations.

CLIENT'S SITUATION

With adoption rates as low as 4%, our client was facing challenges with the present traditional chatbots, including limited functionality, lack of resolution capabilities for frequent issues, and months-long deployment times. Users were dissatisfied with subpar experiences and low self-service adoption. The total expense for implementing an IT help desk chatbot can range from \$60,000 to \$270,000 per year, considering development costs, IT service rates, infrastructure costs, and maintenance expenses.

THE SOLUTION

We replaced the existing chatbot with Conversational CobBot, which eliminated the need for separate training, administration, and deployment. Our intelligent IT Help Desk Conversational CoBots come pre-trained on millions of IT End User issues, and armed with the capability to self-heal and provide in-app guidance, to improve user experience. With the potential to effectively handle up to 50% of annual IT Help Desk tickets, our Conversational CoBot platform comes as part of the Anakage platform needing no separate deployment. Additionally, it offered a 50% lower total cost of ownership compared to traditional ChatBot.

RESULT

Our client witnessed a substantial surge in adoption rates, easing the load on help desk engineers and minimizing user wait times. By reducing the dependency on various IT tools and lowering ownership costs, the IT department experienced a remarkable increase in ROI, saving millions of dollars. Overall, the improvements resulted in significant benefits for the organization.



HIGHER ADOPTION RATES



EFFICIENT IT PROCESSES
WITH LESS TOOLS



LESSER IT OVERHEAD