anakage.

End User Support Automation

Do you want to empower your employees with Intelligent Self-Service?

Do you want to optimize your end user support through Automation?

Do you want to improve end point Compliance levels at optimized costs?

If you answered 'Yes' to any of the above, we can help you!

Enable Self Support- Increase Efficiency to Business

Automation is the key. The millennial employee workforce prefers self-service for common occurring issues before reaching out to the Support Desk agent. As per Gartner 40% of incidents are self serviceable, yet most organizations fail in implementations. There are several external effects including decreased revenue, poor customer satisfaction, even declination in company reputation if employee's ie. end-users' needs are not met. Leaders in technology are exploring ways to digitize their workplace and improve employee productivity and Anakage complements this journey by fixing issues without any burden of ticket logging.

What We Do

Anakage is the next-generation end user support automation platform that helps to reduce your cost to serve while increasing user experience. Transform your conventional service desk agent based linear model with automation and In-Application Bot assisted self-support. The platform provides insight on consumption and effectiveness feeding continuous improvement process

Use Cases beyond Script based Automation

- Quicker and easier onboarding of users on enterprise applications
- reduced <u>training</u> & self-service/support cost
- Self-heal(detect & fix) to resolve issues before they occour
- Non compliance detection and remediation at end points
- On screen user communication (media, tickers, alerts, surveys, password reset prompts etc)
- Multilingual support- content creation without any java/html coding

How the platform works

Proactive Self-Heal Agent
Eliminates incident before they occur

Proactive agent is pushed to end points through a system account and runs a service for self-healing tasks with both scheduled (agent initiated) and manual (admin initiated) triggering

Offline/Online Self service Cobot
Enables user to self resolve issue if it cannot be solved by the Proactive Agent

Channels

(Email, ticketing portal, chatbot and IVR)

Offline cobot is an application which is to be installed on user machine. It lists all the solutions available as well as provide ability to search for solutions based on keywords.
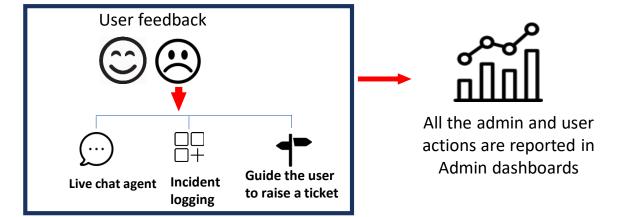
Online cobot hosts all the light weight solutions exes on a web portal that can be downloaded and run. It also comes with **multilingual content management system**

Integration- ITSM, Chatbot etc

Reporting and Admin Portal
Track solution usage and success for continuous improvement

User feedback

Live chat agent **Incident logging** **Guide the user to raise a ticket**

All the admin and user actions are reported in Admin dashboards

Clients Case Studies

The Problem	The Solution	Anakage Component deployed
Automation using Agent based solution failed to deliver ROI 40% and more incidents landing at the helpdesk are self-serviceable	Agentless Solutions that are easy to deploy and support at optimal cost point, with easy administration of content to keep it relevant	Agentless Online Self-Service Cobot
No offline help, users don't have Admin rights to self-resolve issues that require elevated privileges No interactive User Communication and engagement mechanism, emails are ignored	Easy access to Self-Help even when Offline and on screen step by step guidance with silent remediations.	Offline and Proactive Cobots
Non-compliance after SCCM/TEM/Bigfix push of regular updates and patches fails No way to track the compliance and remediate under one console	Single dashboard giving real time view of End Point compliance of multiple Product and their parameters with automatic remediation	Configurable compliance diagnosis and remediation

Value Proposition

User Satisfaction
Anakage cobots instant help without any wait time and ticket logging efforts without any geographic constrain. And its user centric self service is convenient for better customer experience

Empowering Employees
Anakage cobots incorporate employees moving from basic to optimal usage through in app guidance delivered in multiple languages

Reduction in reported issues
with an innovative Desktop and application support platform Anakage helps to reduce L-1 incidents at source and also helping with application training and on-boarding using its proprietary CoBots.

User Experience
Anakage's lucid UI interface helps user to guide inside any application. It works like an virtual helpdesk agent showing steps through TeamViewer.

Reduction in MTTR
Anakage's self service cobots helps to resolve issues within 3 minutes to the end users thereby reducing the MTTR.