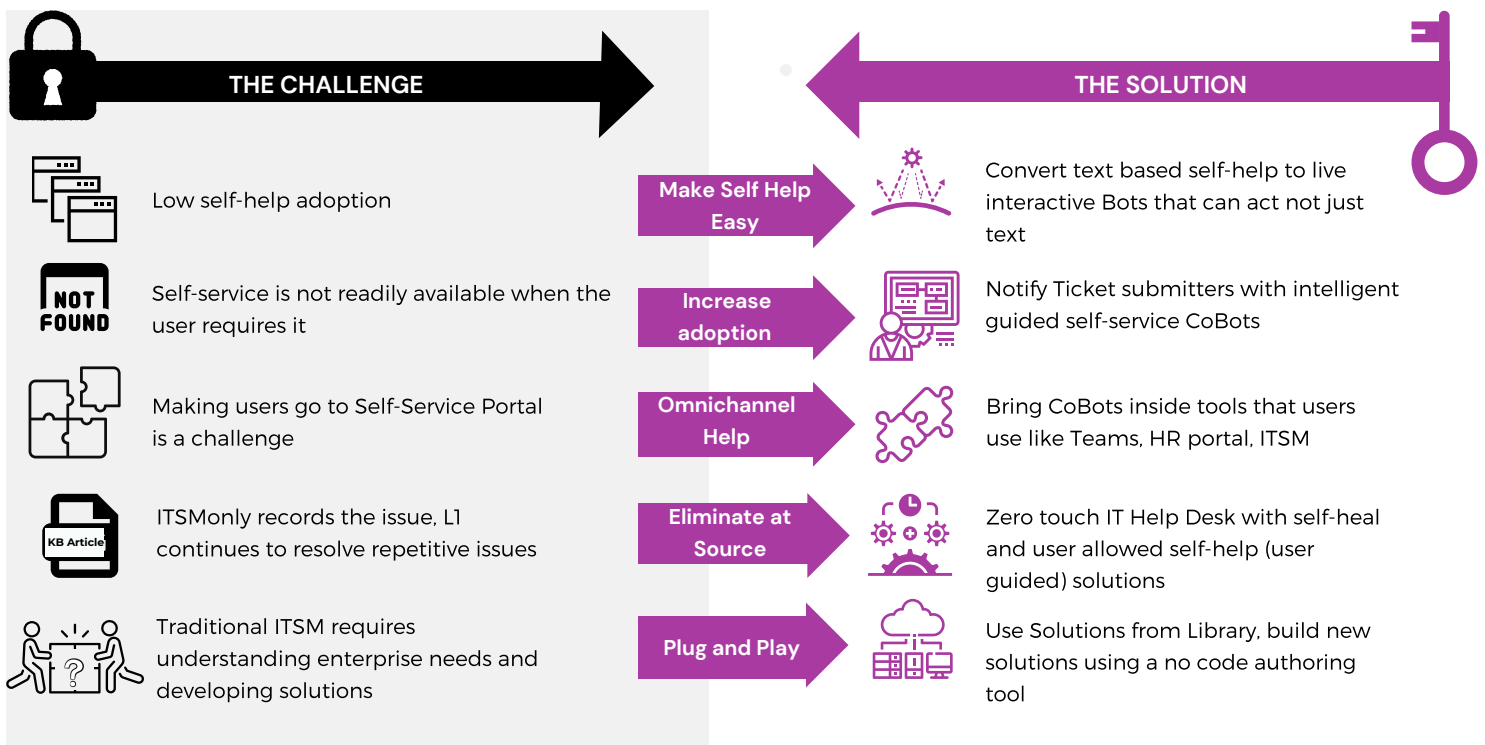


NLP AUTOMATION MODULE FOR AUTOMATING SELF HELP

ON DEMAND, ON SCREEN, INTELLIGENT INTERACTIVE HELP  **NLP+COBOT+USER**

Anakage’s NLP automation module ensures self-help adoption of interactive CoBots by popping up context specific interactive live help(aka Cobots). Anakage’s proprietary NLP service analyses user raised ITSM tickets which it reads using ITSM API, identifies appropriate CoBotic solutions from solution library and notifies the user using multiple channels on laptops/desktops. NLP module’s microservices can be hosted on cloud or onprem and interact securely with Anakage’s self-service portal webserver, ITSM API and communication channels like Microsoft Teams and email (SMTP/POP3). Our NLP model is pre-trained on millions of ITSM records, and is hence able to readily understand the user issue and fires the CoBot which further diagnoses and remediates.

PAIN POINTS THAT ANAKAGE NLP BASED MODEL RE-SOLVE



FEATURE HIGHLIGHTS

OF ANAKAGE NLP MODEL

READ, ANALYZE, AUTONOMOUSLY

When a user loses sight of the self-help CoBots, our NLP module recognizes the reported problem in ITSM and sends the CoBot to help on impacted endpoints. The CoBots pop up on users' screens with options to snooze or execute. If the self-help CoBots are unable to help the user, they can hand over the case to a live chat engineer or update the ticket for an engineer to reach out

PLUG AND PLAY

Our NLP model comes pre-trained with millions of ITSM records and is able to identify resolvable issues by reading issue description in ITSM. Before implementing automation and self-help solutions, the same NLP model identifies relevant solutions as per top volume drivers.

ONE STOP SECURE SOLUTION

The Anakage NLP module completes the intelligent CoBot platform, assessing and resolving ITSM problems with an integrated CoBot firing to minimize MTTR and cost per ticket while increasing customer satisfaction. Anakage is ISO 27001 certified and offers regular security assessments for on-premise and cloud deployment options with complete data control.

OMNICHANNEL SUPPORT

The Anakage NLP module gets feed from ITSM and communicates with the self-service portal via API integration to pick the relevant online cobot for the reported issue in ITSM. The CoBot is then presented inside Microsoft Teams either as a user notification or a ChatBot notification. Where proactive CoBot is installed, a desktop notification appears to the user asking permission to assist the user with issue resolution

ANALYTICS

Every user interaction with CoBot is recorded at a granular level and made available to administrators via a single dashboard that generates actionable insights to drive ongoing improvement. The ITSM and SSP API feeds the Customer Success reports that correlate reported incidents with CoBot usage data, bringing out the need for new solutions and any low-success solutions that need to be refined.

DEPLOYMENT

The NLP module comes as a part of the platform and is plug and play. Our team will pipe NLP service into your ITSM. You can choose either an on-premise or cloud deployment based on your security policies, and it takes only a few days to setup on-premise and get started.

ABOUT ANAKAGE

Anakage has helped clients improve their employee's user experience, reduce system and employee downtime, and improve the efficiency of their IT help desks. Anakage's state-of-the-art CoBotic solution is a power-hybrid of the best features of all the service desk automation and digital adoption solutions available in the market. It is way faster, cheaper, and more secure. The proactive module works offline and integrates with a myriad of applications.

GET IN TOUCH

Email: contactus@anakage.com
 Website: www.anakage.com

PHONE

USA: +1 (201) 928-5551
 UK: +44 1202 078676
 India: +91 85 880 8379