

OFFLINE COBOTS FOR SERVICE DESK AUTOMATION

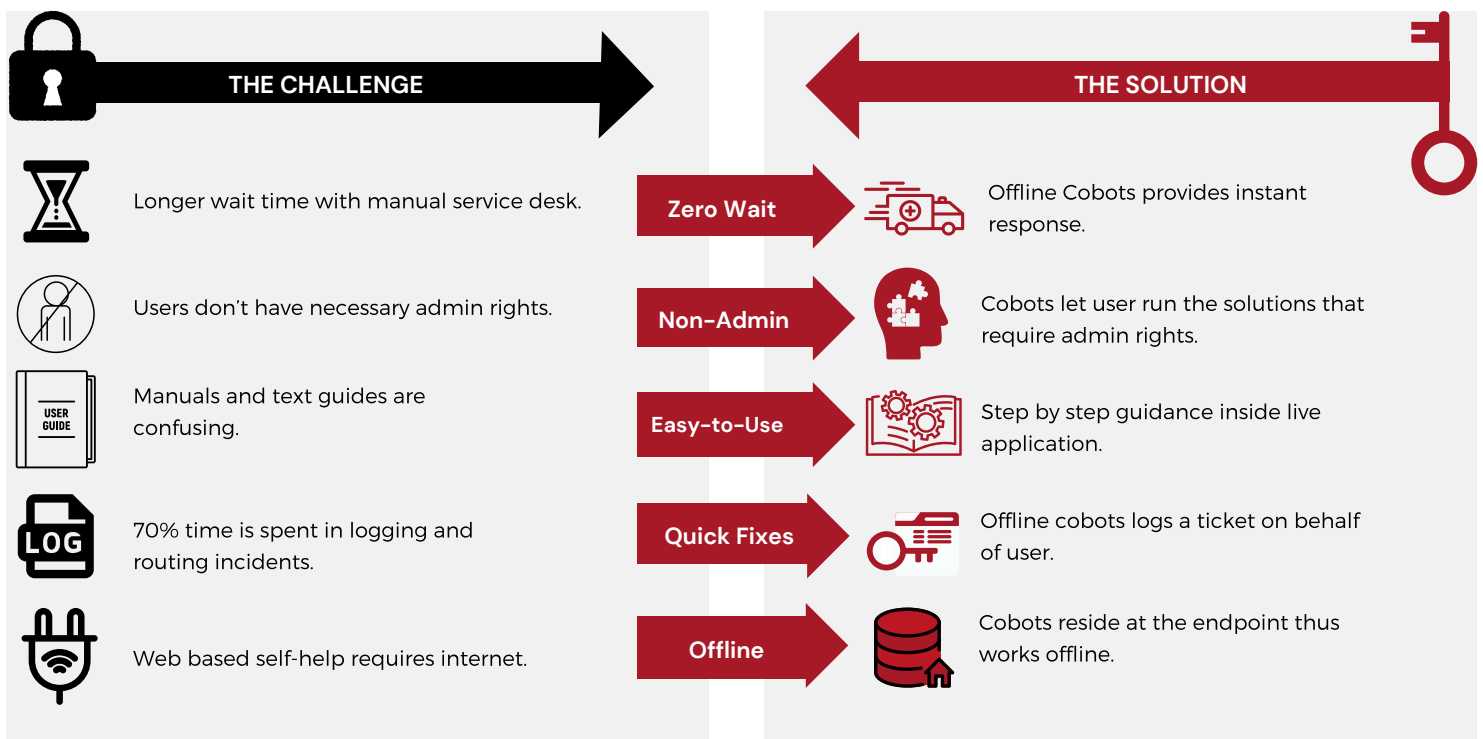
GET SUPPORT EVEN WHEN OFFLINE

Make use of a powerful yet easy-to-use Service Desk Automation tool powered by cobots to boost productivity. Automate simpler support services and assist human service desk engineers and employees with complex ones. Cobots a.k.a collaborative robots are the holy grail of next-generation self-help automation. Unlike human agents, service desk cobots can handle multiple users at a time and work 24x7 throughout the year. Additionally, the application improves accuracy by eliminating human errors and is easy-to-deploy, easy-to-scale, and cost-effective.

OFFLINE SELF-SERVICE COBOTS

Anakage Offline Application comes with lightweight cobots (.exe files) that can be quickly run to solve system and application usability issues. In-app guidance helps users resolve their issues themselves without having to rely on IT support. Equipped with NLP and ML engines, Cobots communicate through a conversational and search interface to provide the right solution in one click and get auto invoked the moment the user logs a ticket in the ITSM tool.

PAIN POINTS THAT ANAKAGE COBOTS SOLVE



FEATURE HIGHLIGHTS

OF ANAKAGE OFFLINE COBOTS

WIDE COVERAGE

Anakage Offline Cobots support a myriad of applications, thus resolving the issues across all your software and your endpoints. It also integrates with your chatbot and ticketing portal, thus providing 360° support under one roof.

REUSABILITY

Anakage does not require you to build your cobots from scratch. Our platform has a rich repository of hundreds of reusable cobots that can be quickly customized to your business context.

SECURITY

Anakage cobots are digitally signed and come with high-standard security protocols to ensure enterprise-grade security. The complete offline and on-premise capabilities ensure end-to-end security

CUSTOMIZATION

Anakage cobots are designed with the importance of brand consistency in mind. Comes with a plethora of themes that can be customized to match your corporate branding requirements with authoring and provided resources

ANALYTICS

Every CoBotic action is recorded at a granular level in real-time and is made accessible to the admin through a single dashboard that generates actionable reports to drive continuous improvement in quality.

DEPLOYMENT

Quick and simple to deploy. It takes less than three weeks for deployment. Get payback within three months with RoboAdvisor and DevOps embedded in the Deployment toolkit

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.

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