

ONLINE COBOTS FOR AWESOME USER EXPERIENCE

A HUMAN BOT COLLABORATION ~ COBOTS

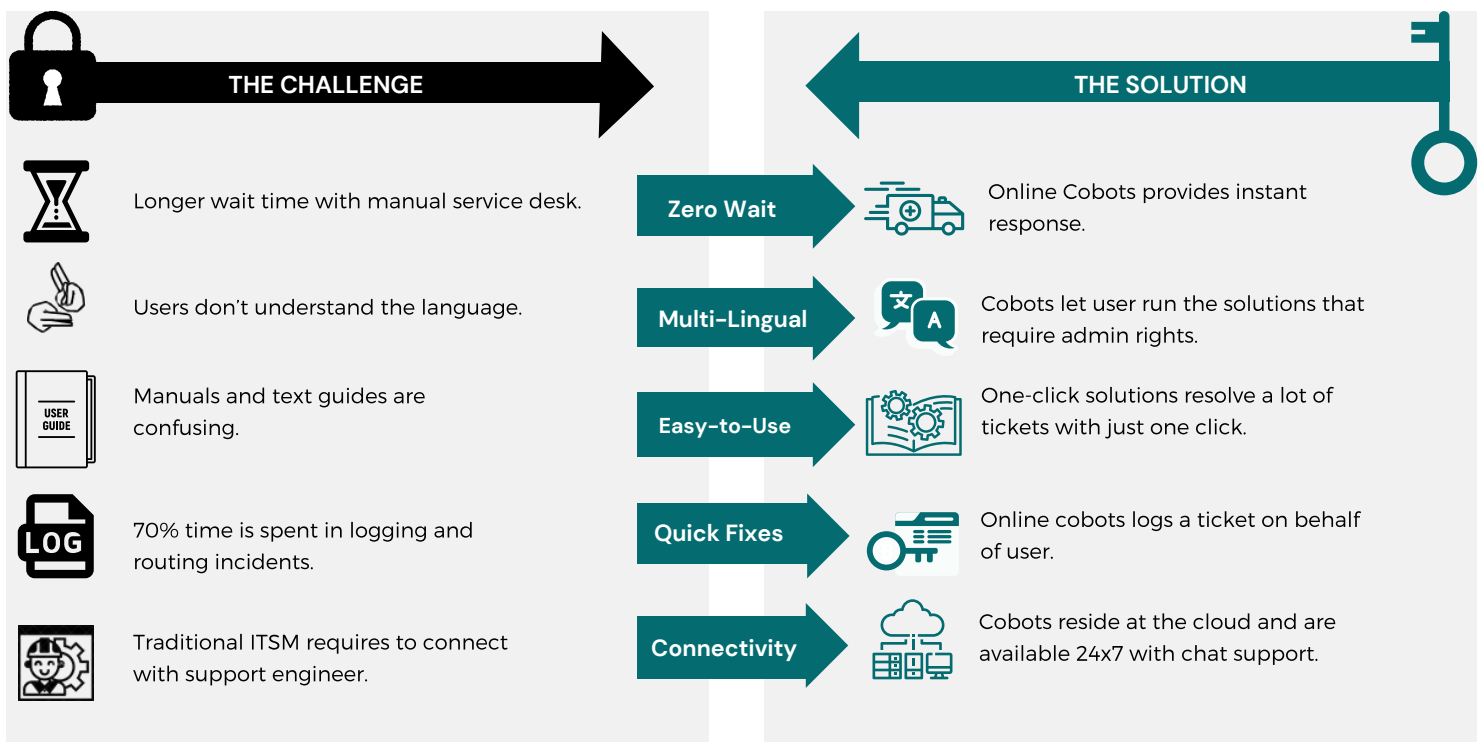
Leverage powerful yet easy-to-use self-help technology delivered by cobots to improve user experience and boost user productivity. Automate routine steps and assist employees with complex user work flows. Cobots a.k.a collaborative robots are the holy grail of next-generation self-help automation. CoBots offer omni channel accessibility from Web, Collaboration tools like Teams and ITSM tools. CoBots mimic human support, can be authored with a low code authoring tool, the platform is available on cloud or easy-to-deploy Onprem, easy to maintain and is cost-effective.

STATIC TEXT GUIDES ➤ INTERACTIVE CONTEXTUAL COBOTS

- AGENTLESS
- OMNICHANNEL
- NO CODE CONTENT AUTHORIZING

Anakage Online Application comes with lightweight cobots (.exe files) that can be quickly run to solve system and application usability issues. In-app guidance and one-click solutions help users resolve their issues themselves without having to rely on IT support. Equipped with NLP, ML engines, and Omnichannel integrations, Cobots are accessible through collaborations tools like teams and multi lingual self service web portal accessible inside via deflection channels, from ITSM tools (Like SERVICENOW). Users download and execute the light weight cobot (.exe) from multiple channels, run to solve their issues without IT having to deploy agents at every end point. The Platform comes with Self-Service Portal that can be managed with a multi lingual content management system along with an insightful dashboard for Operators/Admins to monitor usage and success of CoBots' collaborative actions with end users.

PAIN POINTS THAT ANAKAGE ONLINE COBOTS SOLVE



FEATURE HIGHLIGHTS

OF ANAKAGE ONLINE COBOTS

INTERACTIVE USER SUPPORT

Anakage Online cobots can guide the user step by step inside any application without any source code integration. Further it can silently execute steps where user action is not required. What's more CoBot (.exe) need not be installed and can do all this without Admin privileges. The light weight CoBots hosted on multilingual self-service portal can be called from any third party applications using Chat-Bots using secured APIs.

SELF SERVICE APPLICATION

Anakage provides Self-Service Portal(SSP) with pre configured CoBots that address commonly occurring system and application issues. Both the CoBot guidance and resolution steps along with SSP content can be authored and managed by a easy to use content management system without requiring any coding skills. SSP allows third party applications like ITSM and ChatBots to access the CoBots without depending on Anakage SSP as the sole user interface.

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.

CONTENT MANAGEMENT SYSTEM

Anakage multilingual CMS helps content creators to create responsive HTML pages with media and upload IT Fixes (in form of exes) without any dependency on development team. It automates the process associated with authoring, assembling and publishing the product and services in multiple languages and output formats.

CHANNEL INTEGRATIONS AND SECURITY

Anakage cobots are digitally signed and boost high-standard security protocols to ensure enterprise grade security. The complete online cloud and on premise capabilities safeguard user data, onto end-to-end point encryption security with zero third-party intervention. The web Chatbot and Self-Service Portal can be integrated with any Web application and ITSM using APIs.

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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