

# Frequently Asked Questions?



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## **What is a Cobot?**

A cobot or co-robot (from collaborative robot) is a robot intended to physically interact with humans in a shared workspace. That was for physical industries, for software applications Anakage Cobots are designed to involve automation and human beings to solve any issue faced by users.

Anakage helps you to automate entire spectrum of IT helpdesk Support using a mix of Automation and Cobot assisted Self-Service. Using Anakage platform one can reduce tickets by empowering end users with unique self-service cobots, eliminating issues before they are discovered and automating remediation where relevant.

## **What are the various cobots available and how do I decide what's needed?**

There are generally four kinds of Anakage cobots available

1.Proactive Cobot- It can be used to resolve issues before someone realizes it. Common repetitive tasks like cleanups and restarts can be set as rules based on organization policies and it makes sure that endpoints are in good state

2.Online Cobot- It is a web-based portal that hosts all the solution exes. Our reusable cobots guide the user's step by step by intelligent overlay inside any live application. It is relevant when the primary ticket logging mechanism is through web.

3.Offline Cobot- It is an offline app works the same as online cobot but with more admin level resolutions like registry level entrees, reinstallations etc.

4.Compliance remediation app- It is one single platform that diagnoses and remediates non compliances as well as monitors all the agent status (FNMS, Software Management & distribution etc.

## **Is cobot a chatbot? If not, what's the difference?**

No, it's not chatbot, it is a bot that guides the user real-time by drawing out instructions on-screen, automating the steps.

## **Is it a cloud-based solution?**

Partner can host our portal on private cloud or request Anakage to host on AWS. It's an on-premise service.

## **Does cobot work on all OS?**

No. The bot only works on windows platform.

## **Do you support mobiles?**

No, the functionality is limited to Windows PCs, but the website is responsive and KB articles can be hosted for mobile troubleshooting as well.



## **Is it an RPA?**

No, it's an end user support automation platform with self-heal and in-App guided self service capabilities.

## **What is the typical ticket reduction?**

It typically reduces anywhere between 15-40% but again, it varies through across client environments.

## **Does it create a ticket? How are the tasks activities/log saved?**

The ticket is not raised post Anakage exe run by default but it can send below info that it captures to ServiceNow or any other ticketing portal along with ending to its reporting server.

## **How much time does it take to resolve?**

Average time 3 mins or lower except installations of VM increase etc; which will take more time.

## **Are you into Operations / Service Request fulfillment automations?**

No, we are primarily into Incident reduction through Self-heal and In-App guided self-service.

## **Will it be able to handle a large user base?**

Yes, we have been providing service to clients with a user base of few hundreds to hundreds of thousands

## **What is the tangible benefits/business case for the CoBots?**

We have seen Online/Offline CObot self-service alone can address an average of 15% incidents on standard products like Win/MSO, add to this Proactive CoBot and Compliance Remediation app and the reduction could be up to 50%. The payback is usually 6 to 8 months depending on the change management and the components chosen. CSAT ratings have always soared as the resolutions take less than 3 mins compared with 30mins to few hours with a traditional engineer-based model.

## **Who can be our potential buyer?**

Enterprises with more than 2000 employees actively using productivity software's/enterprise apps on non-virtualized windows OS system can be our potential buyers regardless of any industry

## **How many end points are needed to create a positive business case?**

Generally, more than 2000 but it depends on type of software's present and the usage report.

## **How long does it take to be up and running?**

4-5 weeks

## **How much time does it take to generate a positive a ROI?**

Within 4-6 months you can see positive results.

## **How secure is the Anakage platform, is it certified?**

Anakage follows ISO 27001 standards and has been certified internally by security teams of clients like Accenture. We will provide a list of security best practices and checklist for your reference, but to summarize the exes are digitally signed, action sequence can be encrypted, the web server hosting Rules engine, self-service and reporting portal follows ISO/OWASP Top10 and the entire platform can be hosted on premise thus eliminating any communication outside client infrastructure.

### **Product details**

## **What are the different Anakage cobot platform and Components?**

We have multiple Product lines:

- 1.Agent based proactive resolutions (Proactive Cobot)
- 2.Desktop Self-Service App installed at end points for elevated level troubleshooting and fixes that can be run by non admin users (Offline Cobot)
- 3.Agent less Solutions (Online Cobot) hosted on a Self-Service Portal
- 4.Self-service portal with multilingual content management system.
- 5.End Point Diagnosis and compliance remediation app
- 6.Web authoring tool for creating web assists (js tours)

# FAQ'S

## **Will I get reports/analytics to measure the performance?**

Yes, all of the data is reported in the reported portal

How much time does it take to develop new solutions?

It typically takes 4-5 days to develop an In-App guided self-service or simple script solution but it also depends on the complexity of the problem, like Compliance diagnosis and auto remediation will take upto 4-6 weeks to develop and deploy.

## **What's our Engagement model?**

We start with providing optimized/customized solutions for the top volume driver incidents of your organizations. We gradually transfer the ownership of platform to you so that you can identify new solutions or changes in existing solutions on the platform.

## **Do I need to push every time your agent gets an update?**

No, the Offline and Proactive Cobot has an updater which will update itself.

## **Can the bot self-learn and start auto resolve?**

It's not running how to resolve issues on the fly as the issues are mostly OEM product issues with known resolutions provided by the OEM. However, the platform has the ability to intelligently troubleshoot and guide the user based on a Rules engine incorporated with intelligent Chabot and image recognition techniques.

## **In case I want a proactive Agent, how is it deployed on system?**

It is pushed through SCCM or similar distribution tools

## **Can the Anakage exe update itself if there is an upgrade available?**

Yes.

## **How much resource does your agent consume?**

Negligible .

## **CPU and few KBs for server/client updates What is its footprint?**

1-2 MB for Online CoBot and 15-20MB for the Offline and Proactive CoBot.

### **Deployment**

## **Do you need a separate box for Anakage setup?**

No, the infrastructure can be shared

## **Do you subcontract the product development work?**

No, all products are built in-house

## **Who will deploy, track monitor and improve besides just do Product support? Can I (Client/Partner) IT Help desk, do it?**

Yes, we will help you setup a Automation Office (AMO) and can run it as a separate Services offering or have one of our partner or train your team for this. The AMO team needs more analysis skills and not technical skills and most L1/1.5 engineers are able to evolve to this role with motivation

### **Pricing model**

## **What are the pricing plans?**

We follow two models:

I)Device based

II)No. of users based

We also follow Annual Subscription model or Perpetual model for end point and Server licenses. And new solutions are charged as per complexity.

## **Do you license the server instances or can there be multiple instances?**

There can be multiple instances.



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