

PROACTIVE COBOT FOR SERVICE DESK AUTOMATION

PRIMITIVE TO PROACTIVE MODULE

- EXE
- SERVER
- APIINTEGRATION

Anakage Proactive Cobot is an agent at the end point which silently detects and fixes issues with no user intervention. Silent detection & auto remediation avoids possible downtime scenarios for various issues faced by users on their systems. Powered by intelligent detect, remediate algorithms, APIs and Natural Language Processing (NLP), issues logged by users in ITSM get auto fixed in minutes, including those which can not be fixed by scripting and require user intervention. The installed Proactive agent is a service with set of rules which enables auto self-heal and on screen communication with intelligent In-Application guidance to users. Use cases like enforcing timely password resets, mandatory trainings, compliance notices, "In-moment" surveys, self-declaration of Asset details can be achieved by the Proactive module. Platform Operators (service desk engineer) can build, update automation and user guidance flows on a low code platform and release without depending on coding skills and complex change management. Such DevOps automation ensures seamless and superior device performance and user experience.

WHY ANAKAGE PROACTIVE COBOT ?



Empower IT- Help Desk Engineers

- Discover and Fix issues Proactively
- Identify repeat issues from ITSM and Auto remediate
- Solving issues without user intervention



Trained NLP/ML model on IT issues



Works even when offline



Improve User Experience

- Self resolve usability and technical issues
- Stay compliant even in WFH
- Learn new work flows and applications



Contextual In application guidance



Silent or Bot assisted resolutions



Upgrade End Point Compliance

- 24 X 7 non compliance detection
- Auto remediation
- Analytics for insights



Analytics



Multiple methods for detection and prevention

FEATURE HIGHLIGHTS

OF ANAKAGE PROACTIVE COBOTS

SILENT DETECT AND FIX

Anakage Proactive cobot is an lightweight application installed at windows end point machines. It acts silently in the background with two task components Action and Analytics. The Action component acts according to Self-Heal Rules which are available in a local copy while Analytics component synchs up with server on new rules and sends Action logs.

HELPING USER WITH DIGITAL ADOPTION

Proactive Cobot can invoke interactive tours and alerts that introduces and shows contextual information to users inside live business applications with no source code integrations. Proactive CoBots accelerate and improve onboarding process and reduce application users' usability issues benefiting both the users and IT Help Desk.

OFFLINE, MODULAR SECURITY

Anakage platform is modular with options to select Online, Offline and Proactive CoBots as per your environment. All proactive detect and act solutions work offline without requiring constant server connectivity. Anakage is ISO 27001 certified, platform is regularly tested in security assessments and can be deployed On-Premise or on Cloud.

GETTING IT DONE

Using a combination of ITSM APIs, NLP and intelligent user guidance technologies along with the Proactive CoBot, address what scripts can not in end user support automation in your environment. NLP service reads natural language text in Incident description of logged incidents and applies trained models to identify relevant solutions and invoke proactive cobot at end points to prompt users to guide them step by step on any application.

ANALYTICS

Platform operators can define custom solutions to collect relevant end point information and act post Root Cause Analysis for repeat incidents. Proactive actions and detections are accessible to the Platform Operator (Service Desk engineer) through a web dashboard to drive proactive actions and continuous improvement of running deployed solutions.

DEPLOYMENT

Plug and play from cloud or deploy on-prem in less than 3 weeks. 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.

GET IN TOUCH

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