anakage.

FACTSHEET

End User Support Automation

Anakage's unique platform with innovative CoBot assisted real-time self-service and silent automations helps reduce user downtime, reduce support calls up to 50% and improve usage of enterprise applications from basic to optimal

1. FACTSHEET

1.1 YOUR CHALLENGES
- Employees will not self-service common problems
- Standardize Level1 support using technology
- Optimize support costs
- Deliver delightful support services experience
- Moving employees from basic usage of enterprise applications to optimal usage

1.2 HOW WE CAN HELP
Eliminate incidents before they occur by:

- Silent automation via Self-Heal Agent
- Actionable insights from end points generated by Collector Deflect self-serviceable incidents to CoBot:
- CoBot guides users step by step inside live application automating steps in background

1.3   BENEFITS
- Obtain non-linear growth in helpdesk with positive business case
- Swing up Self-Service in your organization using innovative CoBotic technology
- Rapid deployment of a Plug & Play platform
- Curated Solution inventory to choose from
- High ROI with a modular product stack to choose from according to your volume drivers:
  - Self-Heal Agent
  - Automated Compliance Remediation
  - Proactive Self-Service
  - Offline Self-Service App
 - Self-Service portal with solution exes

1.4   WHAT WE HAVE TO OFFER
- Anakage offers a comprehensive and modular End User Support platform that you can customize relevant components to address your volume drivers.
- Quick turnaround for creating new solutions specific to your needs and access to Industry wide solutions to ensure platform stays relevant with time

1.5   WHY ANAKAGE

- Innovative Self-Service to convert missed opportunity by Automation
- Modular components of Self-Heal, Compliance remediation and In-App Self-Service to ensure strong business case
- Proven edge over marketplace offerings

1.6   HOW IT WORKS
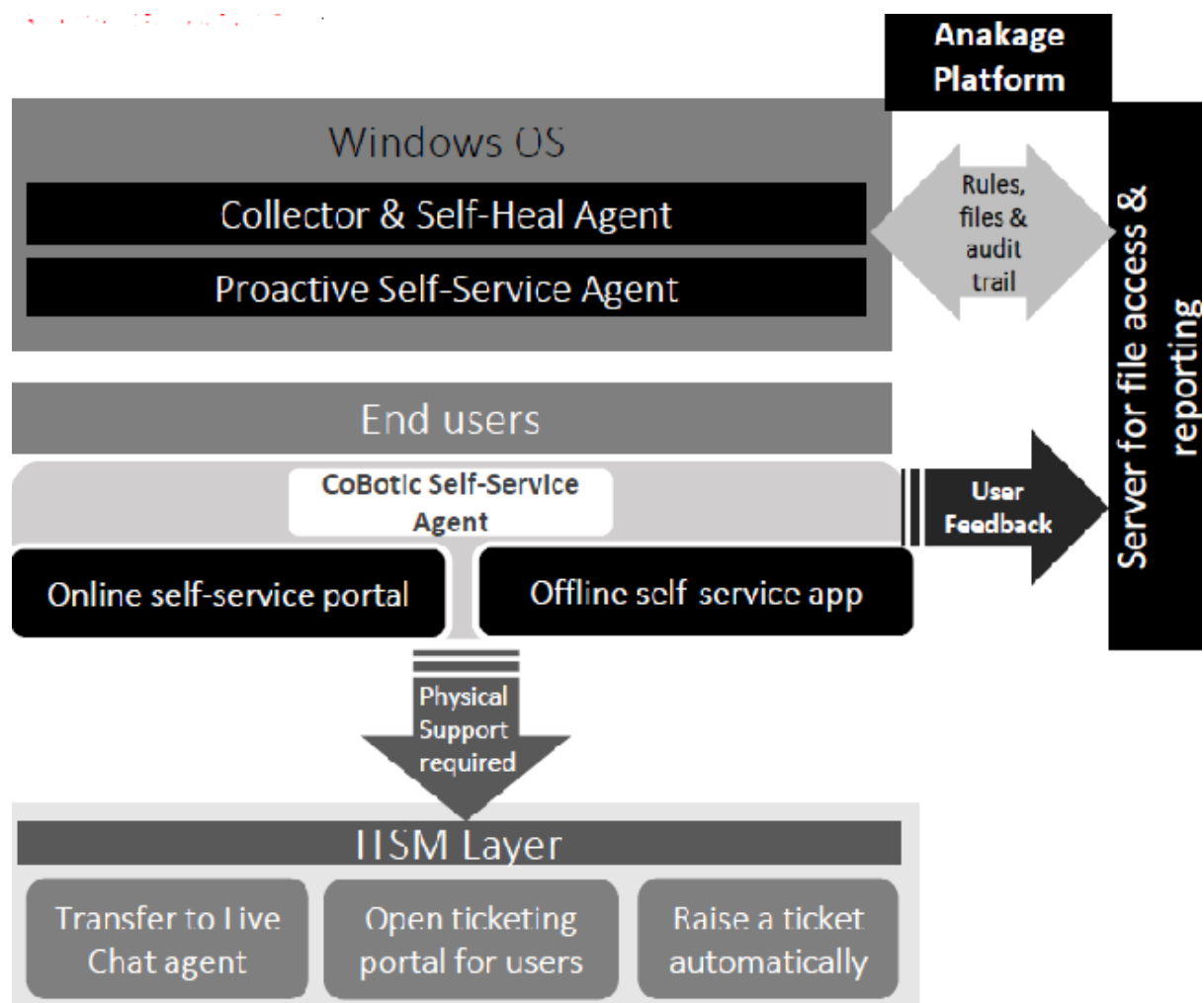
Anakage provides incident resolution mechanisms at layers of OS, Applications & End User:

Self-Heal Agent: The Anakage bot finds triggers and/or non compliant parameters as per defined business rules, say, machine is not rebooted, system needs tuning, essential services or s/w are not with right versions or settings.

The Self-Heal Agent then fixes the issue based on configured rules in Admin console.

Remind & Act: The Anakage bot finds out that user needs to act on an application as per business rule however user has not acted so far. The Bot provide reminders end can enforce required action from the user on the workstation while user is in live systems. Some typical examples would be password expiry alert, forced compliance remediation guidance, and workflow guidance on usage of core enterprise applications.

In Application Self-Service: The user has some issue while working and require guidance on a How To/Configuration/Basic troubleshooting from the physical support agent. The user instead of calling a physical agent is directed to the selfservice portal first where she searches for the relevant solution, downloads and runs it. The CoBot, a lightweight EXE requiring no installation guides the user by drawing out steps on the screen and automating steps whenever possible. Examples are Application How Tos, Printer Configuration, Setups, basic troubleshooting etc. The CoBot can be made available in a Desktop application as well which can work offline.

Now post these checkpoints, if the user is still unable to fix issue, the CoBot can,
 a. Start a chat session with a live agent
b. Fire up the ticketing portal
c. Log an incident in behalf of the user