



# Automating IT Support with Conversational AI

Improving the employee  
experience with technology



Workgrid



# The Evolving Role of Information Technology

The role of IT support teams has undergone significant changes over the years, driven by advancements in technology, evolving organizational needs, and the growing complexity of IT environments.

As a result, there has been a surge in technology investments in the workplace, resulting in IT teams having to manage and support a wider range of tasks than ever before.

Additionally, with the rise of remote work, IT has had to adapt to efficiently provide support to a dispersed workforce.

For IT teams, this means an increased amount of incoming tickets. When the number of tickets is high, it can lead to a strain on the IT support agents and is frustrating for employees, which can impact their productivity and overall experience at work.



**66%** employees are using more apps than before 2020



**96%** of people said they experience digital friction



**>48 hours** the average time taken by a traditional helpdesk for resolving a ticket

(Source: [The State of the Modern Employee Experience](#))

## IT Challenges

When it comes to IT, challenges with digital friction are just the beginning. While digital transformation has increased the number of systems for employees, the impact can be felt tenfold across IT teams. From employee expectations to access and security measures, IT's role in the workplace continues to evolve in order to meet changing needs and expectations.

### Volume

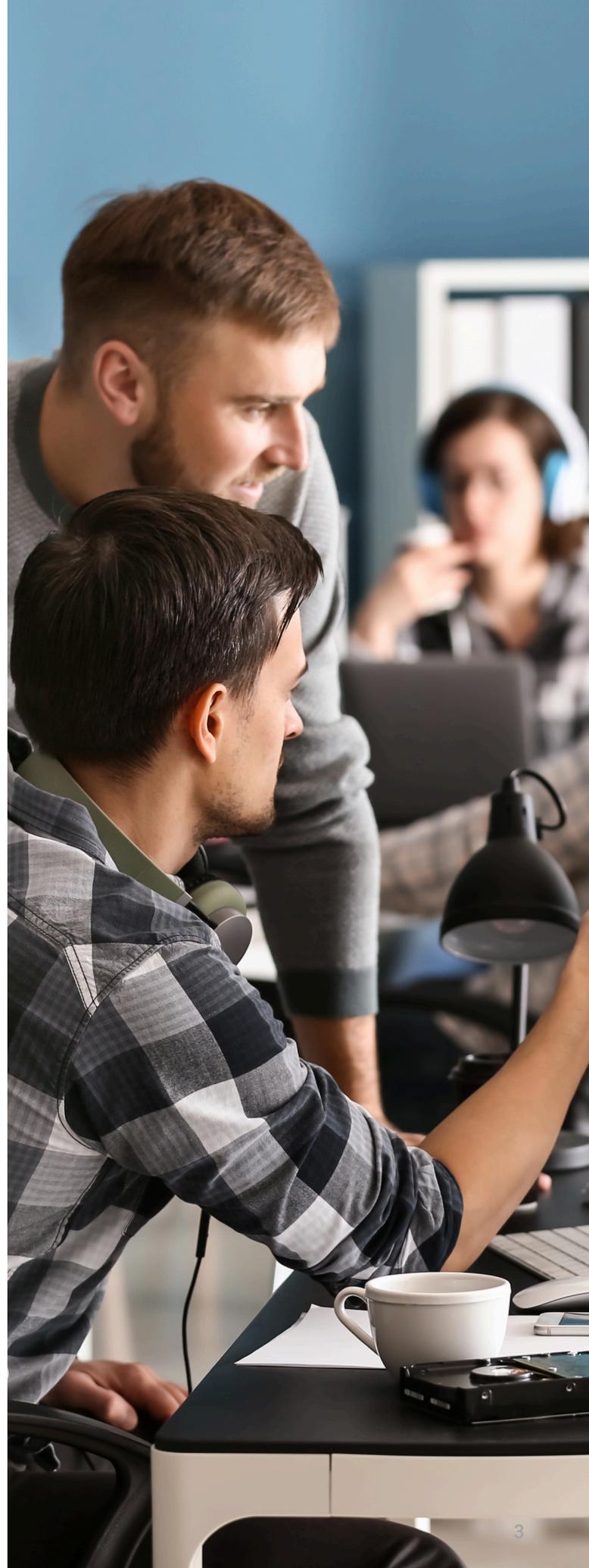
IT help desks are overwhelmed as call volumes continue to rise and service desk associates face constant interruptions that make it difficult to operate efficiently.

### Speed

Resolving critical IT issues is often time consuming, with the first response to an internal support ticket taking an average of 24.2 hours.

### Communication

While IT would of course prefer to deliver everything under a single pane of glass, that intention all falls apart when it comes to communications. With the internal communications group tending to run the enterprise communication platform, IT is left to make-do with emails and system tray notifications, virtually guaranteeing that their messages go unseen.



## Delivery

Employees who want fast, frictionless solutions to their problems so they can get back to work are often required to call the help desk or even make an appointment to visit a help desk associate. That gets expensive fast when the average ticket costs \$15.56.

## Access

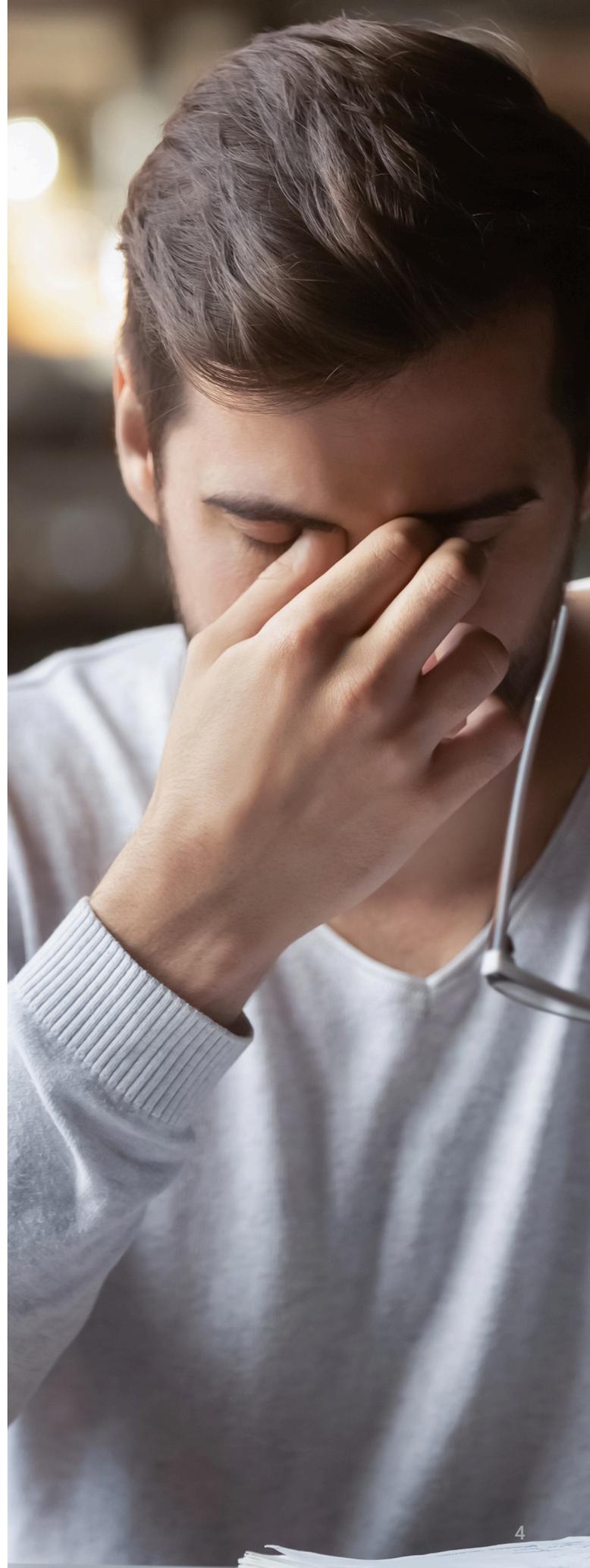
Simply getting access to critical IT resources can be a challenge, with information spread across multiple systems, challenges remembering login credentials for infrequently used systems, and even device limitations with some systems only available via desktop or through VPN.

## Staff Retention

Because help desk workers spend the majority of their time resolving the same fundamental issues like resetting lost passwords over and over again, they don't have time to focus on more challenging issues, which has a significant impact on job satisfaction

## Burden of Responsibility

Ongoing efforts to enable employees to resolve their own simple, routine technical issues have been largely unsuccessful, with only 12% of organizations seeing the ROI they expected from self-service initiatives. This is due in large part to ITs struggles to communicate benefits of self-service to employees, which results in lower adoption & lower than expected ROI None of this is particularly eye-opening news. IT help desks have always faced these issues and over time they've just become an acceptable part of doing business.



# How Can Conversational AI Drive Efficiencies for IT?

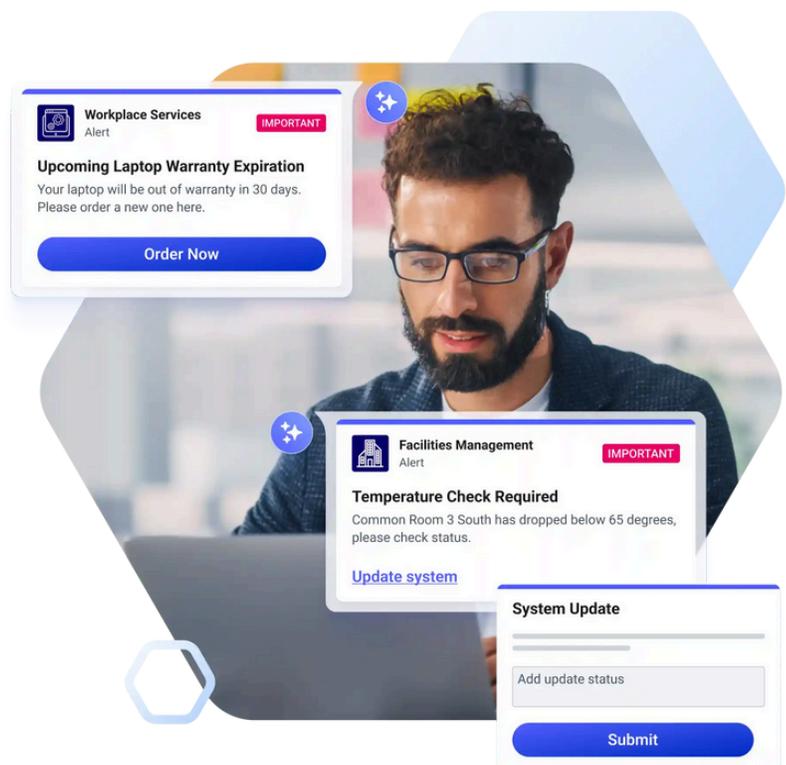
Conversational AI is revolutionizing the digital workplace by simplifying communication and enhancing productivity. With intuitive interfaces and natural language processing capabilities, conversational AI takes the form of AI Assistants that can automate tasks and provide employees with instant access to the information they need.

Chatbots have been utilized for IT support for some time, but traditional chatbots were limited to basic troubleshooting and FAQs. AI-powered chatbots, or conversational AI Assistants, on the other hand can provide contextual support, interact with multiple systems, and search through extensive data to help employees find resolutions.

Conversational AI Assistants leverage advanced natural language processing (NLP) techniques to facilitate human-like interactions. These AI-powered chatbots possess the ability to understand context, learn from previous interactions, connect across digital workplace technology, and provide personalized responses. By simulating natural conversations, conversational AI enhances the employee experience by enabling a more fluid and intuitive interaction.

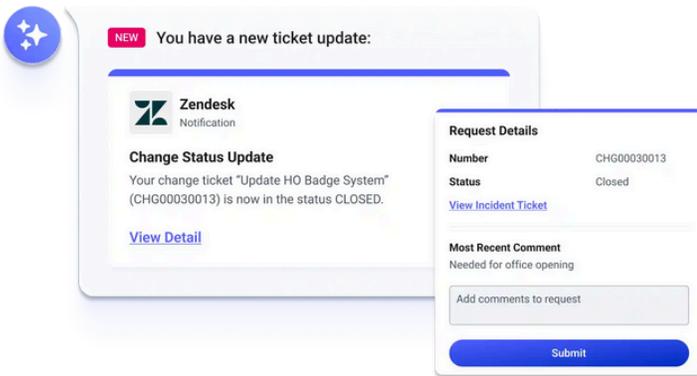
With the help of artificial intelligence, answers to questions are summarized across a collection of sources, such as business systems, documents, and knowledge bases. Unlike traditional chatbots that rely on pre-defined Q&A criteria, conversational AI assistants can not only better understand user requests but can intelligently extract more information from digital workplace technology, often seamlessly combining tasks and information within the conversational interface.

There is a range of opportunities for conversational AI to help improve the experience across IT. Let's look at a few examples...

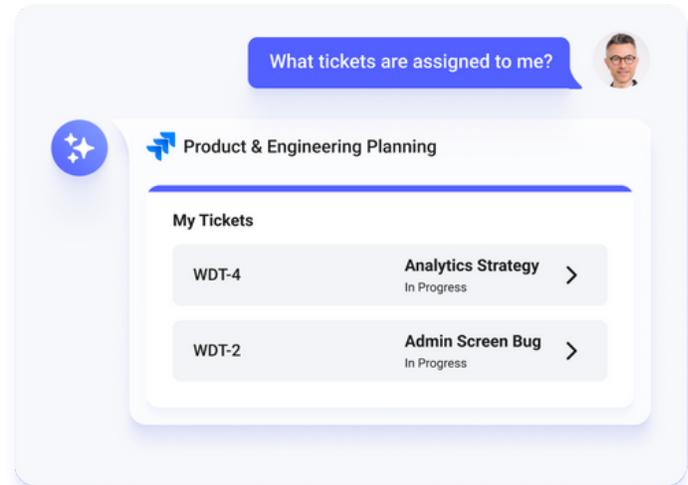


# Streamline Ticket Management

Enable employees to easily create and manage help desk tickets within the conversational AI experience. Using natural language chat, employees can submit and manage tickets, such as checking the status of a ticket, adding comments, or closing tickets. Employees are also notified anytime a change occurs within their ticket, allowing them to stay in the know effortlessly.



IT staff can also use the AI Assistant to access valuable information and insights regarding ticket data. This includes the ability to easily find out which tickets are assigned to them or how many tickets have been categorized as high priority.



# Proactive Assistance

Increase efficiency by integrating your business applications to surface real-time notifications, tasks, and alerts within the flow of work. Automating these workflows reduces the burden on IT teams by delivering proactive nudges to employees, helping them to prioritize tasks, anticipating their needs, and guiding attention to the areas that require immediate focus. Example use cases include device warranty reminders or upcoming password expiration alerts.

Time to update your password.  
Your current password will expire in 15 days.

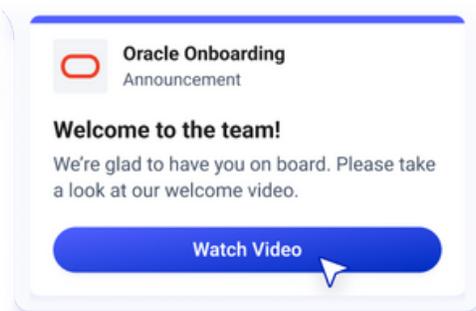


# Diagnosis

Leveraging integrations with IT diagnosis systems, an AI Assistant can help employees proactively identify PC issues, offering real-time advice. This type of integration enables early detection of problems, reduces downtime, and minimizes disruptions in the workplace.

# New Hire Onboarding

Onboarding tasks such as software provisioning and trainings can be automated and supported through an AI Assistant, reducing the resources required from the IT team. In addition, common questions and information can be surfaced on-demand to employees through conversational AI. This use case can be especially useful during the onboarding experience when employees need for information may be higher, quickly addressing questions without any need for human intervention.



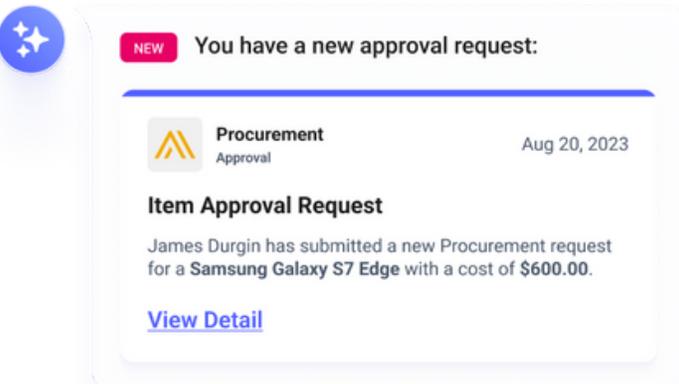
**Oracle Onboarding**  
Announcement

**Welcome to the team!**  
We're glad to have you on board. Please take a look at our welcome video.

[Watch Video](#)

# IT Approvals

A conversational AI Assistant streamlines approvals by alerting employees to new action items and enabling direct review of the approval within the assistant. This eliminates the need for employees to log in to the source system, saving time and enhancing efficiency, ensuring timely approvals are taken care of.



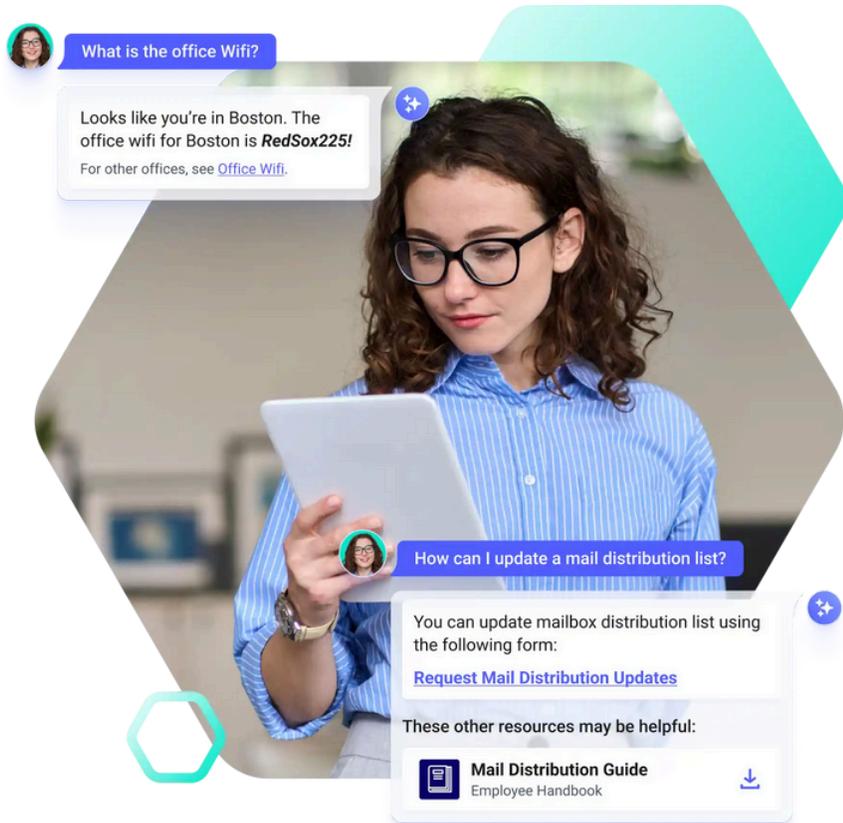
**NEW** You have a new approval request:

**Procurement**  
Approval Aug 20, 2023

**Item Approval Request**

James Durgin has submitted a new Procurement request for a **Samsung Galaxy S7 Edge** with a cost of **\$600.00**.

[View Detail](#)



**What is the office Wifi?**

Looks like you're in Boston. The office wifi for Boston is **RedSox225!**  
For other offices, see [Office Wifi](#).

**How can I update a mail distribution list?**

You can update mailbox distribution list using the following form:  
[Request Mail Distribution Updates](#)

These other resources may be helpful:

[Mail Distribution Guide](#)  
Employee Handbook [↓](#)

# Self Service Q&A

Traditional IT support relies heavily on knowledge bases and documentation that may not always be up-to-date or easily accessible. Conversational AI assistants revolutionize knowledge management by integrating with existing repositories and instantly retrieving relevant information to address users' queries. This ensures that both employees and IT support teams have access to the latest troubleshooting steps, known issues, and best practices, enabling efficient and accurate ticket resolution.

## IT Notifications

AI Assistants not only have the ability to proactively send notifications to employees based on behaviors and actions, but an AI Assistant also enables business leaders and IT staff the ability to send communications including:

### ✓ Security

Reduce security threats such as email phishing attempts with communications delivered directly from business systems to the employee

### ✓ Software Upgrades & Outages

Elevate notifications for system related issues, software upgrades, warranty expiration, planned or unplanned outages, scheduled maintenance windows, and many more

### ✓ Updates & Reminders

Keep employees up to date on the status of change requests, help desk tickets, procurement requests, and trainings



#### Workplace Announcement Reminder

#### System Outage Alert

Please be aware that outages for SystemXYZ may occur as we complete system upgrades this week.

This allows IT to drive significant communication and engagement improvements for employees, going beyond the clutter of email. Communications can be facilitated through automated workflows and customized with advanced targeting options. These tools enable IT staff to streamline their work processes effectively.

“47% of digital workers struggle to find information or data needed to effectively perform their jobs.”

— Gartner®

## Automate IT Requests

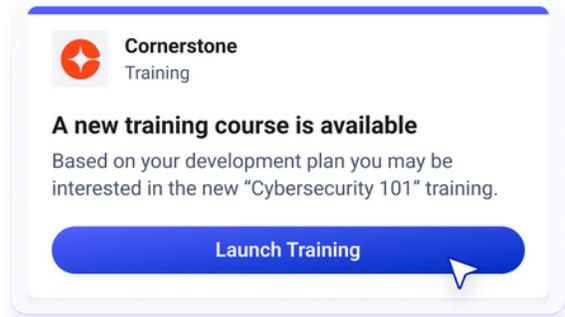
Automate a variety of IT requests with the help of the AI Assistant, employees can efficiently streamline and automate their IT requests using a single, conversational AI interface. This includes, but is not limited to, requests such as ordering new equipment, provisioning software, and updating email aliases and groups.

The screenshot shows a chat interface with a user message: "I need to order a new phone." The AI assistant responds: "Yes, I can help with that. Please chose from the following:" and provides two options: "Apple iPhone 15" and "Apple iPhone 15 Pro". A second user message says "Request iPhone 15 Pro". The AI assistant responds: "Yes, I can help with that. Please chose from the following:" and provides the "Apple iPhone 15 Pro" option. Below the option, there are two questions: "Is this is replacement for a lost or broken iPhone?" with radio buttons for "Yes" (selected) and "No", and "Choose a replacement color from the options below:" with radio buttons for "Alpine Green" (selected), "Silver", "Gold", and "Graphite". An "Order Now" button is at the bottom.

# Content Generation

With generative AI capabilities, employees can draft or rewrite knowledge articles, summarize ticket notes, rewrite communications, and draft IT job postings. By accelerating documentation processes and reducing workload, generative AI gives IT team members more time to focus on high value work.

With the Assistant’s built-in guardrails for generative AI, admins can feel comfortable knowing employees will get professional outputs appropriate for work.



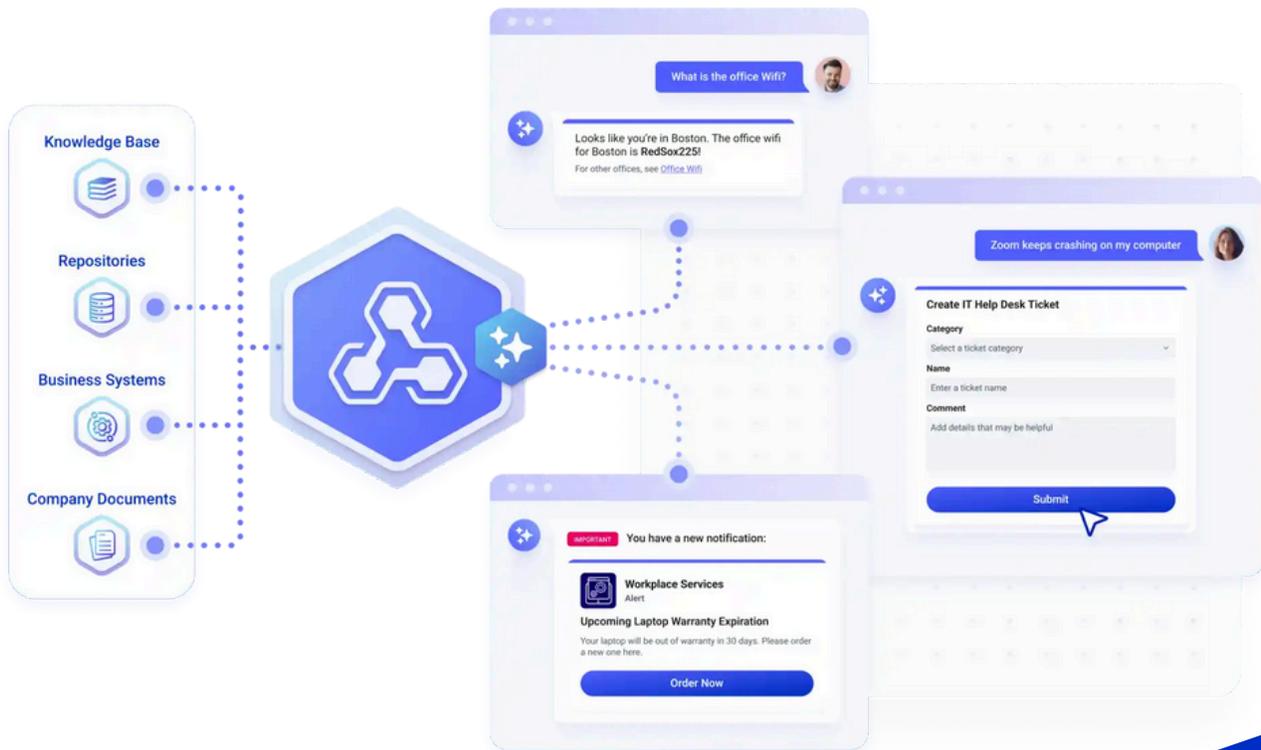
**Cornerstone**  
Training

**A new training course is available**  
Based on your development plan you may be interested in the new "Cybersecurity 101" training.

[Launch Training](#)

# IT Training

AI Assistants can help employees keep track and stay on top of IT and compliance training. Workgrid’s AI Assistant proactively nudges and alerts employees when they have upcoming training, ensuring they stay up-to-date with regulatory requirements through timely reminders and tracking progress, enhancing efficiency and reducing the risk of non-compliance.



# Improving IT Support with an AI Assistant



# Benefits of Using AI Assistants for IT Support

## ● Automate Repetitive Tasks

IT support often involves a significant amount of repetitive tasks such as resetting passwords, configuring email accounts, and software updates. While essential, these tasks can be time-consuming and monotonous for IT staff. By automating these tasks, AI Assistants can significantly reduce workloads, allowing IT staff to focus on more strategic initiatives.

## ● Maximize Ticket Deflection

Help reduce the number of support tickets being created by providing employees with immediate solutions. An AI Assistant can analyze inquiries and provide instant, accurate responses to common issues, from password resets to troubleshooting.

## ● Enhance Self Service

An AI Assistant makes information easier to find with a conversational interface available to answer questions from across your enterprise systems, documents, and knowledge bases, guiding employees through troubleshooting steps or directing them to relevant articles and videos. By improving self-service, IT teams can reduce the volume of requests and enhance user satisfaction.

## ● Reduce Time to Resolution

AI Assistants can understand user queries, providing immediate solutions or escalating complex issues to human agents. Automated ticket resolution leads to faster problem resolution, eliminating bottlenecks and reducing downtime.

## Increase Employee Satisfaction

A happy workforce is a productive workforce. IT issues often occur outside of regular working hours, leaving employees frustrated and productivity compromised.

Conversational AI assistants offer round-the-clock support, effortlessly scaling to handle multiple queries simultaneously. Employees can resolve their issues independently, saving time and reducing reliance on ticket submissions. The reduced frustration of waiting for support and quick problem resolution enhances employee satisfaction and enables them to focus on their core tasks.

# Workgrid ROI & Benefits

With the addition of an AI Assistant to the technology stack, teams can experience a myriad of qualitative and quantitative benefits.

**30%**  
**ticket deflection**

**Improve Ticket Deflection**  
 Reduced support tickets by 30%

**70%**  
**faster approvals**

**Accelerated Transactions**  
 Expedited time to decision making and increase time to action

**5** minutes saved per week

**Accelerate Information Finding**  
 Reduced time to find information and accelerate common workflows

**4x-6x**  
**App development**

**Expedite Development**  
 Create apps and integrations 4-6x faster and develop more applications per citizen developer

## Case Studies

### Example: Reduced IT and HR Support Tickets

- Profile: 40K FTEs
- Average Full Burden FTE Comp: \$80K
- Average Tickets Per FTE/month: .41
- Each Tier 1 Incident = \$15.56
- Monthly Cost = \$255,184
- Total Annual Ticket Cost = \$3,062,208
- Ticket Deflection Rate = 30%

**\$918,662**  
**annual savings**

#### Sample Calculations:

(Total Annual Ticket Costs) \* (0.3 Deflection)

### Example: Automated Workflows

- Profile: 40K FTEs
- Average Full Burden FTE Comp: \$75K
- Average Compensation per Minute: \$0.66 (assuming 47 work weeks)
- Time Saved per employee/week = 5 minutes
- Repurposed productivity modifier = 60%

**\$3,722,407**  
**annual savings**

#### Sample Calculations:

**Time Savings:** (5 minutes saved/week) \* (47 weeks) \* (40,000 employees)  
**Realized Time Savings:** (9,400,020 minutes saved) \* (.60 productivity modifier) = ~94k hours (5,640,012 minutes)  
**Cost Savings:** (5,640,012 minutes) \* (avg manager rate per minute)

# Improving the Employee Experience with Workgrid

Workgrid focuses on improving the employee experience through the use of conversational AI, offering an AI-powered digital assistant, or copilot, known as the AI Assistant.

The AI Assistant offers a conversational AI interface that automates tasks and makes information easier to find. Leveraging natural language processing (NLP) technologies to accurately understand employees' requests, perform tasks, and find information across your digital workplace, the Assistant transforms the digital employee experience.

The Assistant can search across existing business systems - including applications, documents, and knowledge bases - intelligently surfacing responses based on relevance and intent. From IT policies to time off balances and support tickets, employees can find it all through a single, intuitive chat interface.

What's unique about the AI Assistant is that it's more than a reactive chatbot. The AI Assistant also has the gift of anticipation and can be configured to trigger workflows. From personalized and tailored training opportunities to HCM approvals – the Assistant ensures employees have the information they need to know and take action on.

Leveraging an AI Assistant for IT support can deliver transformative benefits. Organizations can significantly enhance IT operations by maximizing ticket deflection, automating repetitive tasks, enhancing self-service, and improving access to information.

These improvements lead to increased productivity, reduced costs, and a better overall experience for both employees and IT staff. As technology continues to evolve the role of AI in support undoubtedly becomes even more critical, driving further innovations and efficiencies in the field.

The AI Assistant is available where employees work, providing employees with flexible access throughout the digital workplace. Delivered as a web client that can be installed on any webpage, it is easily accessible via intranets, portals, or collaboration tools, including Microsoft Teams and SharePoint.

Powered by conversational AI, intelligent AI Assistants represent an incredibly promising technology for IT departments. They can streamline processes across the entire employee lifecycle, delivering significant time savings for IT staff, and a better experience for employees.

Visit us at [Workgrid.com](https://workgrid.com)  
to learn more about how the  
AI Assistant supports IT.

