



Scaling Humans with Artificial Intelligence (Shai) Improve the Experience with AI in Service Desk

Artificial intelligence (AI) can greatly impact all facets of a service desk, including tiered staffing, knowledge management, ticketing, incident routing, diagnostics and remediation. However, the diverse nature of the service desk does not elicit a one-size-fits-all solution. Current IT service desks or help desks are limited by the human factor, which makes them prone to error and inconsistent in delivery. Service desks typically are staffed to accommodate an 8- to 10-hour day, which requires a large team to handle the sizable workload and volume.

The customer experience for service desk efforts can be very robotic as a result of the typical first response of “Have you tried turning the device on and off?”. While organizations work through the backlog volume and receive incoming inquiries, service desk responses can quickly become subpar without utilizing the expertise of senior resources or real-time data trending to speed up interactions or handle bigger problems. This is where AI can help scale humans within the service desk.

Leveraging artificial intelligence in support of service desk efforts will provide numerous benefits over a standard human-staffed operation. NCI's AI solution, Shai, can easily augment a service desk environment enabling organizations to experience the following benefits:

- **Digital workers will speed up the customer interaction** – Offering self-help options through intelligent search and natural language processing capabilities will allow users to find answers to simple questions or frequent inquiries, such as password resets or account maintenance. Supervised and unsupervised machine learning can be leveraged to constantly evolve the digital worker skillset.
- **More clients can be served expertly on a much larger scale** – Harnessing the experience and knowledge of subject matter experts and sharing this insight with your AI will allow your information to scale across all tiers of the service desk. As expert answers evolve over time, machine learning capable systems can easily adapt these known answers and distribute expert responses to the client or technicians.
- **AI enhanced agents can provide a more personalized experience** – The more information fed to an AI, the better it will become. Being able to instantaneously tie an outage to an inquiry and provide real-time updates along with personalized caller history will be the key to gaining client trust faster and speeding up service delivery. Allowing technology to sense frustration for the technician through emotional quotient ontologies can help escalate to the right tier faster or prevent catastrophic human failures in call handling.
- **Recommendations made based on real-time data trending** – Data projections and predictions at the human level take ample amounts of information, knowledge, resources and time. Using AI to understand your data trends and make real-time recommendations will help skillfully augment your workforce to allow service desks greater efficiency and scale when it matters most.

To schedule a demo please contact:

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NCI's AI powered service desk offering can also be focused with an eye for fraud detection. Many claims, grants or finance service desks intake a large amount of data to process refunds or awards. These environments are ripe with fraud. Leveraging AI to crosscheck multiple disparate data sources in real time, during the inquiry, can provide better trend analysis and prevent fraud. Analyzing form data through optical character recognition or computer vision and connecting the dots to the data source can find potential red flags and prevent fraud on a very large scale.



By 2025, an estimated 95% of customer interactions will be supported by AI technology.* Current service desks can be augmented and enhanced with the use of chat bots, cognitive robotic process automation platforms, virtual assistants and advanced real-time analytics. Service desks that leverage AI to enhance their operations can positively affect the customer experience as they will be able to handle larger volumes expertly while streamlining operations. Taking action now will accelerate service desk efficiency, scalability and value through AI.

*Reference:

Forbes, 02/2018 - <https://www.forbes.com/sites/blakemorgan/2018/02/08/10-customer-experience-implementations-of-artificial-intelligence/#3122d8532721>