**AT A GLANCE**

Global Services Company based in the USA  
**INDUSTRY** - Insurance  
**SOLUTION** - Natural language and AI enabled Chatbot that integrates with IT Helpdesk system ServiceNow to provide support from a text/voice interface quickly.

**BUSINESS CHALLENGES:**
- Provide automated solutions to tedious tasks, such as password resets or navigating a knowledge base, by making them as easy as sending a text or giving a spoken command.  
- Simplify complicated IT processes and minimize employee frustration.  
- Need to increase agent productivity while reducing Helpdesk costs.  
- Need to provide 24/7 IT support to keep business users productive.  
- Provide easy access to support. Ticketing interfaces require too much effort.

**SOLUTION:**
- AI and Natural Language Processing (NLP) enabled Chatbot/Conversational Interface for both Agents & End Users, to provide support on Incident Management, Knowledge Base search, and send real-time alerts.  
- Out of the box Integration with ServiceNow and provision for other ITSM platforms.  
- Automation: Repetitive tasks like Reset Passwords are handled by the bots providing instant solutions to users and freeing up agents for more productive work.  
- Knowledge Base search: AI-powered bots provide the most relevant solution to users’ problems based on historical effectiveness.  
- Handover to Human Agent: Alert Helpdesk staff whenever human intervention is needed, so they can focus on more complex queries.  
- Omni-Channel interaction from popular messengers like Skype for Business, Facebook Workplace/Messenger, Slack, Cisco Spark, Google Assistant and others.

**ABOUT CHYME**

Chyme is an AI and Natural Language powered Bots Platform. Chyme enables a Conversational Interface (Chatbots) with systems like SAP, Salesforce, Oracle, ServiceNow, and others to Simplify Work. Chyme is a product from Unvired Inc., a Digital/ Mobile Platforms and Solutions company headquartered in Houston, Texas, USA.
Chatbot for IT Helpdesk/ITSM

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- **Technology:** Chyme Bots Builder, Conversation Builder, Award-winning Natural Language Processing (NLP) engine, Open source AI/Machine learning tools.

**BENEFITS-**

- Allows IT service desk agents to focus on more complex queries, therefore saving time and cost while greatly improving support efficiency.
- Simpler Self Service to resolve search queries.
- Reduced support hours & cost of repetitive tasks.
- Relevant, responsive incident reporting.
- Easy system access and asset related requests.
- Increased speed of support.