easyVISTA™

Service Bots

Deliver Answers at Any Time – Customers and employees can receive help 24/7 through a virtual agent.

Reduce Agent Workload – Virtual agents resolve common requests so your staff can focus on more critical issues.

Deploy Chatbots for Specific Use Cases – Configure and deploy chatbots for specific departments or users with knowledge flows that interact with customers and employees to find the answers they need.

TRANSFORM SERVICE**. DELIGHT** CUSTOMERS**.**

## QUICKLY DEPLOY VIRTUAL SUPPORT AGENTS FOR A BETTER SUPPORT EXPERIENCE

Today, IT and customer support organizations are experiencing an increasing number of requests from employees and customers that are driving up support costs. Many organizations are responding by deploying new always-on support channels without a real strategy in terms of content and user journey, leading to poor user experience and ineffective self-service. IT organizations are seeing virtual agents as an effective channel to deliver support.

EasyVista's Service Bots technology enables you to design and deploy virtual support agents that deliver answers and triggers automatic actions on behalf of those requesting support and service. Using EasyVista's technology, you can deploy agents across various channels like websites, self-service portals, corporate messaging platforms, and enterprise applications, such as an ITSM platform or a CRM platform, to fully deliver an omnichannel digital experience.

Easily inform your virtual agent by creating content and knowledge flows in EasyVista's Self Help platform.
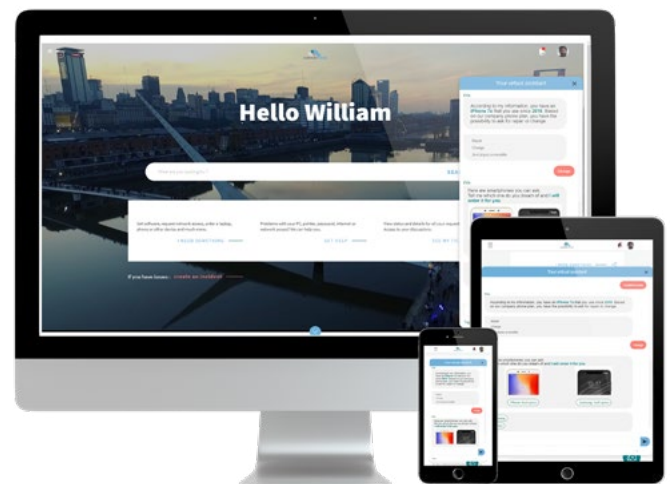
## PROVIDE ANSWERS & GUIDED SUPPORT THROUGH
VIRTUAL AGENTS
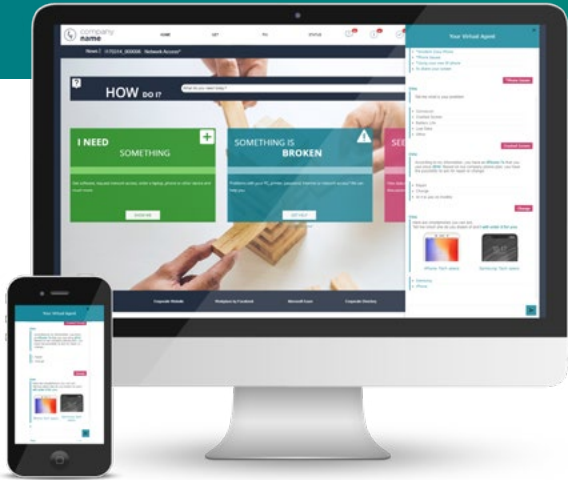
Create a personalized experience for each user through virtual agents that can deliver contextualized answers and guided support to help your users fix issues and order new services on their own. Since our virtual agents learn from the knowledge in EasyVista Self Help, users will be guided through answers or procedures with multimedia content, question and answer trees, and automated actions.

ROBUST & INTELLIGENT
NATURAL LANGUAGE PROCESSING

Bring conversational AI to your users with our Natural Language Processing (NLP) engine built into Service Bots Technology. The NLP engine analyzes user input in the virtual agent and aims to detect user intent and identify the relevant answer, knowledge, procedure or automated process.
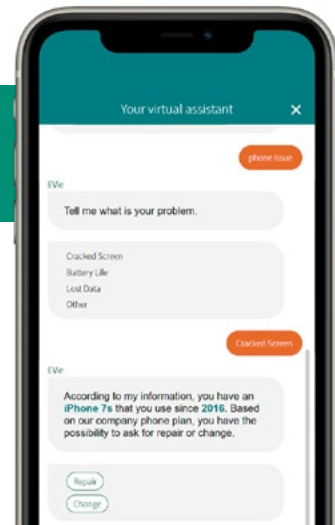
FREE UP TIME FOR YOUR USERS WITH
# INTELLIGENT ACTIONS
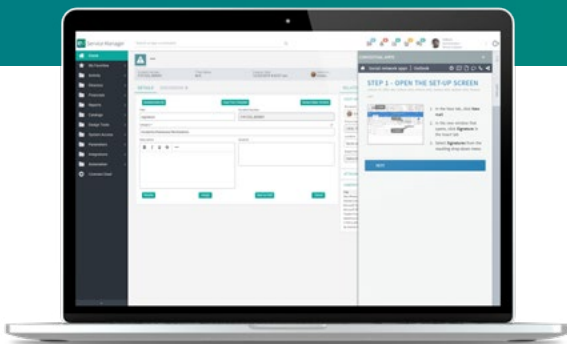
Virtual agents are much more than a simple chatbot that provide basic answers to questions. With Service Bots technology, you can turn user input into actionable and automated processes. For example, it can automate the creation of tickets, cases and requests in your ITSM or CRM platform, follow up on statuses, and query a database to contextualize a conversation with a user.

SYNDICATE YOUR KNOWLEDGE EVERYWHERE AND
DELIVER AN OMNICHANNEL EXPERIENCE

Bring virtual agents to where your employees and customers already are with out-of-the box configurations for websites, portals, enterprise applications and messaging platforms. Easily integrate into Microsoft Teams, Salesforce, EasyVista Service Manager, and many more with the premium connector for Microsoft Flow.
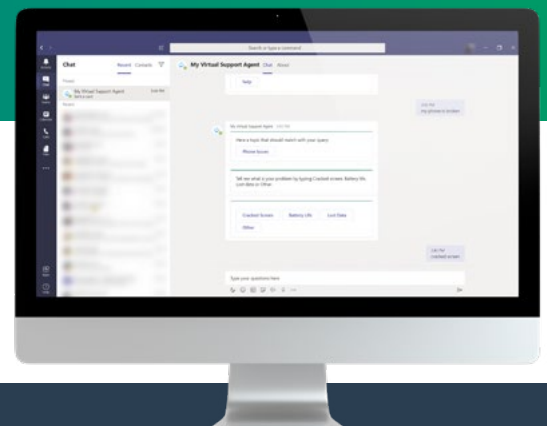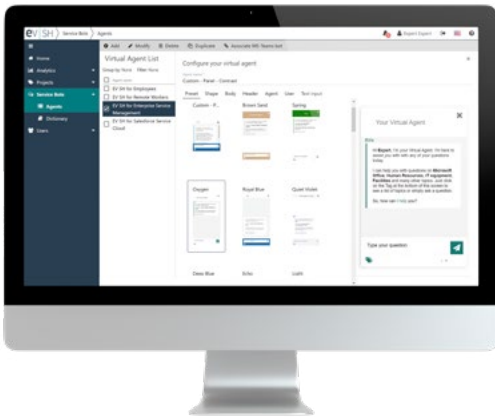
BRAND & PERSONALITY

EasyVista's Service Bots technology makes it easy to configure your virtual agent brand and personality. Assign a name, a visual identity, and a tone of speech.

NATURAL LANGUAGE PROCESSING ENGINE

The NLP engine is a decision-making component that analyzes text, selects the most relevant content, manages known errors and corrects spelling errors. It's based on a disambiguation dictionary that analyzes the relationship between language and logic with synonyms and ontologies.
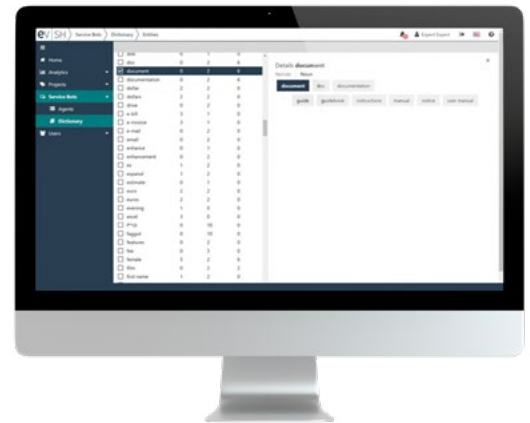

PRE-BUILT INTEGRATIONS

By using EasyVista's pre-built integrations, your organization can integrate virtual agents where your employees and customers already are: websites, self-service portals, enterprise messaging platforms like Microsoft Teams, CRM software like Salesforce, ITSM platforms like EasyVista Service Manager and many more.

CONVERSATION PACKAGE

Service Bot technology supplies a natural conversation package within EasyVista Self Help that is ready to use and easy to customize for rapid deployment of a virtual agent.
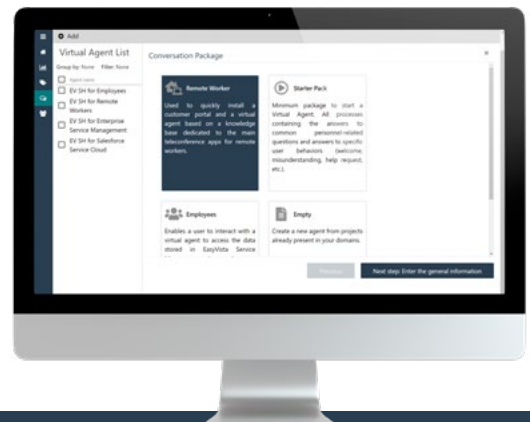
easyVISTA™

ABOUT EASYVISTA

EasyVista is a global software provider of intelligent service automation solutions for enterprise service management and self-help. Leveraging the power of service management, self-help, AI, and micro apps to create customer-focused service experiences, EasyVista has helped companies improve employee productivity, reduce operating costs, and increase customer satisfaction. Today, EasyVista helps over 1,500+ enterprises around the world to accelerate change, empowering leaders to better serve their employees and customers across financial services, healthcare, education, manufacturing and other industries.
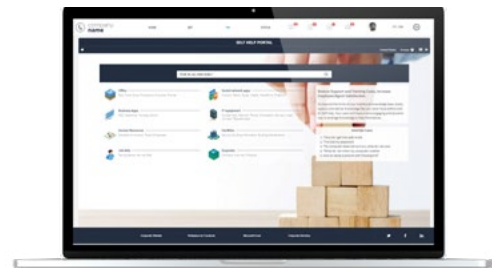
PRODUCTS

ev Service Manager
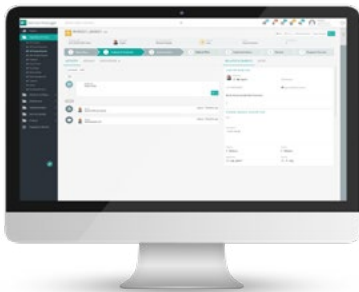
Radically simplify and accelerate service creation, deployment, and support with our adatable, powerful and smart service management platform.

ev Self Help

Dramatically reduce customer and employee requests as well as increase user satisfaction by empowering users to solve their own issues with our intelligent knowledge platform.

Learn more at www.easyvista.com.au