BORN DIGITAL

Intelligent Service Desk

Save time and costs with an automated service desk

Leave routine requests to our Digital Agent who is available 24x7. It significantly reduces IT support costs and allows the support team to focus on important requests. With our AI-driven platform, you can automate up to 84% of service desk interactions.

84%
of calls are fully automated

24x7
availability

51 %
reduction of human effort

Strong prediction

Our Digital Agent first tries to predict the real cause of the interaction from the available data and propose the right solution. If it does not have any, it starts to ask specific questions.

It can cover problems such as:

- Password reset/change
- Account unlock
- FAQs

If the employee blocked his/her account or incorrectly entered a password, the digital agent recognizes that in the system and gets straight to the point.

DIGITAL AGENT ✅ accurately predicts 70 % of call reasons

> I see that you may have forgotten your password. Your account is currently blocked. Do you wish to reset your password? It will only take us a few seconds.

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Digital Agent:

➤ **Authenticates employees** by name, employee ID, voice biometry, or any other identifying information.

➤ **Handles the interaction automatically** without the participation of a human agent.

➤ **Sends automatic notifications:** it informs the employee once his/her ticket has been solved.

➤ **It immediately connects the employee with a human operator** if the predictive model indicates a more complex request.

EMPLOYEES → **DIGITAL AGENT** →

✓ Digital agent independently handles 84% of calls

Connects an employee with a human agent in case of a complex matter

2 weeks to set up your digital agent

DESIGN   **TEST**   **PILOT**   **OPERATE**

Join more than 70 B2B CLIENTS in 6 countries who trust us:

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