



ITSM & ITOM SOFTWARE

Axios Systems

Improve your ITSM delivery with AI Chatbots –
Don't be afraid, we can 'assyst' you!

Craig Whytock
Solutions Consultant

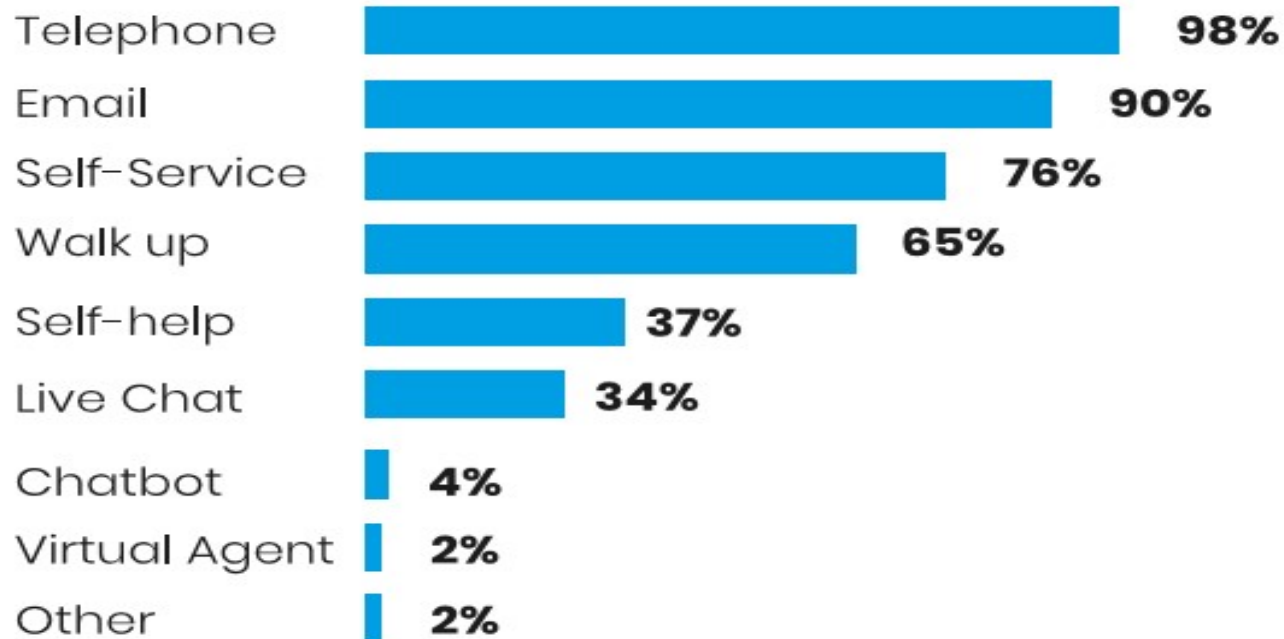


- Current AI Chatbot trends in the ITSM industry
- Shift Left with Digital Transformation
- The importance of a well-maintained CMDB and Knowledge Management
- How to expand the scope of automation across operations
- Use case - assyst's AI Chatbot Integration
- The sky's the limit
- Chatbot KPI's
- Effort Versus Reward
- Q&A





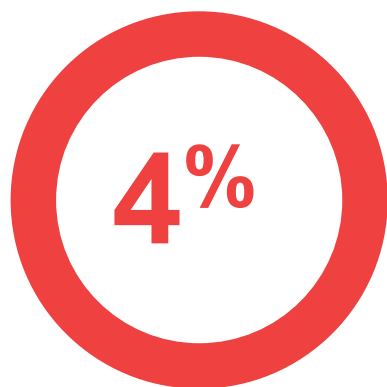
Which support channels do you use?



Member Report
November 2018



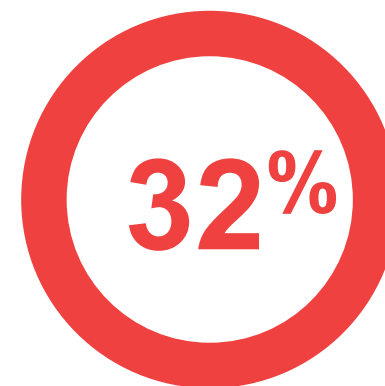
AI Chatbots Trends



Chatbot Support Channel



Failure Prediction

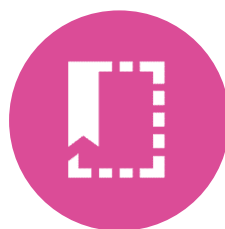
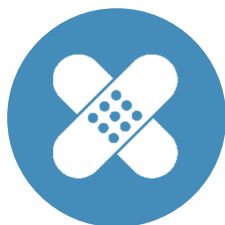


Increase in IT Spend



Interaction Vs Resource

Remedial Action



KB Vacuum



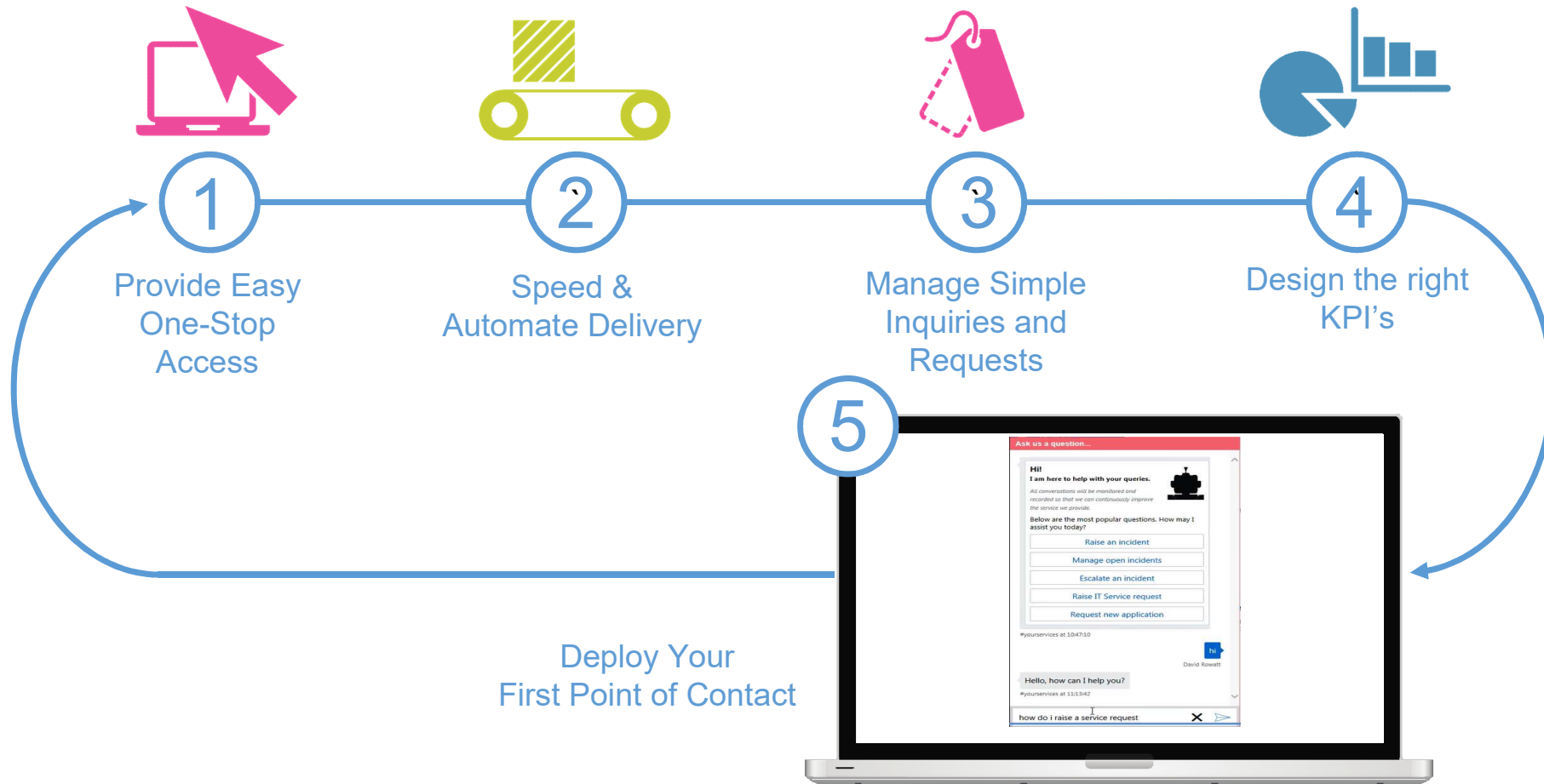
Target Simple Issues and Requests

Self-Service Automation



AI Chat Resolution

Digital transformation and AI Chatbots



Where to start?



We see our customers as invited guests to a party, and we are the hosts. It's our job every day to make every important aspect of the customer experience a little bit better.

Jeff Bezos, **CEO of Amazon**



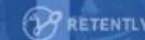
You've got to start with the customer experience and work back toward the technology, not the other way around.

Steve Jobs, business magnate and **Apple's co-founder**



Innovation needs to be part of your culture. Customers are transforming faster than we are, and if we don't catch up, we're in trouble.

Ian Schafer, **founder of Deep Focus** (a global marketing agency)





Brenda Bennett ▾




Help

- Home
- Messages
- Shortcuts
- Application Links
- FAQs
- Services**
- Items
- Discussions
- Support
- Track Progress
- Surveys 6
- Reports

Services


Live Chat

Services



Communication Services

Make requests and log issues...




Facilities Services

For requests and support with Facility services including Building Security, Catering,...




HR Services

For requests and support with HR services including Benefits, Employee Relations, Health...




IT Services

For requests and support with IT Services including Workstations, Software &...





Procurement Services

Procurement Services





Services for Students

Your one-stop shop for all Student queries regarding courses, accommodation,...

Travel Planning & Transport Services

For requests for Travel...




Your Feedback

We value your feedback - Please raise your idea's or enhancement suggestions here



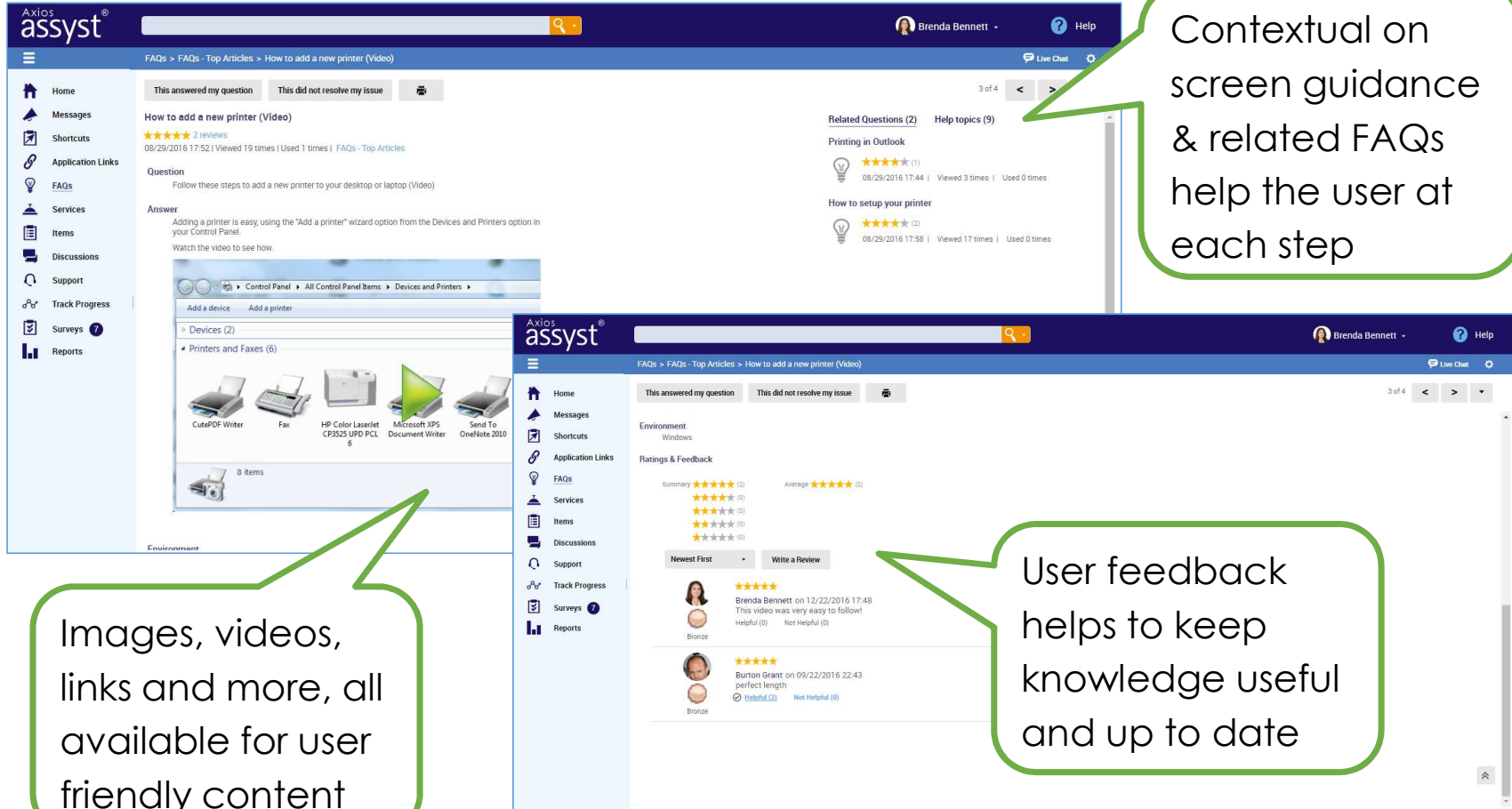
Help Topics (10)

- [How do I navigate my Service Catalog?](#)
- [How do I search the Service Catalog for a Service I can request?](#)
- [How do I add a Service Request to my Cart?](#)
- [How do I view a Request in my Cart?](#)
- [How do I delete a Request from my Cart?](#)
- [How do I amend a Request in my Cart?](#)
- [How do I check out the contents of my Cart?](#)
- [How do I order a quantity larger than 1 for a Service Item?](#)
- [How do I add a Service Group to my Home Page?](#)
- [How do I configure a Shortcut to a Service I often request?](#)

Deflect calls by providing a friendly knowledgebase

The screenshot displays the Axios Assyst knowledgebase interface. At the top, there is a search bar and a user profile for Brenda Bennett. A navigation menu on the left includes Home, Messages, Shortcuts, Application Links, FAQs, Services, Items, Discussions, Support, Track Progress, Surveys (6), and Reports. The main content area shows a list of FAQs, including 'FAQs - Top Articles', 'HR 101 - Getting Started', and 'Outlook FAQs'. A callout box points to the search bar with the text: 'Browse by topic or Search for quick access'. Below this, a detailed view of an article titled 'How to setup Cisco Anyconnect VPN (Video)' is shown. This article includes a question, an answer with a video player, and a ratings section. A callout box points to the ratings section with the text: 'Usage, Hit Counts and Feedback for Metrics and Continuous Improvement'. The ratings section shows a summary of 0 stars (0) and an average of 5 stars (1).

Powerful knowledgebase to deflect inbound calls

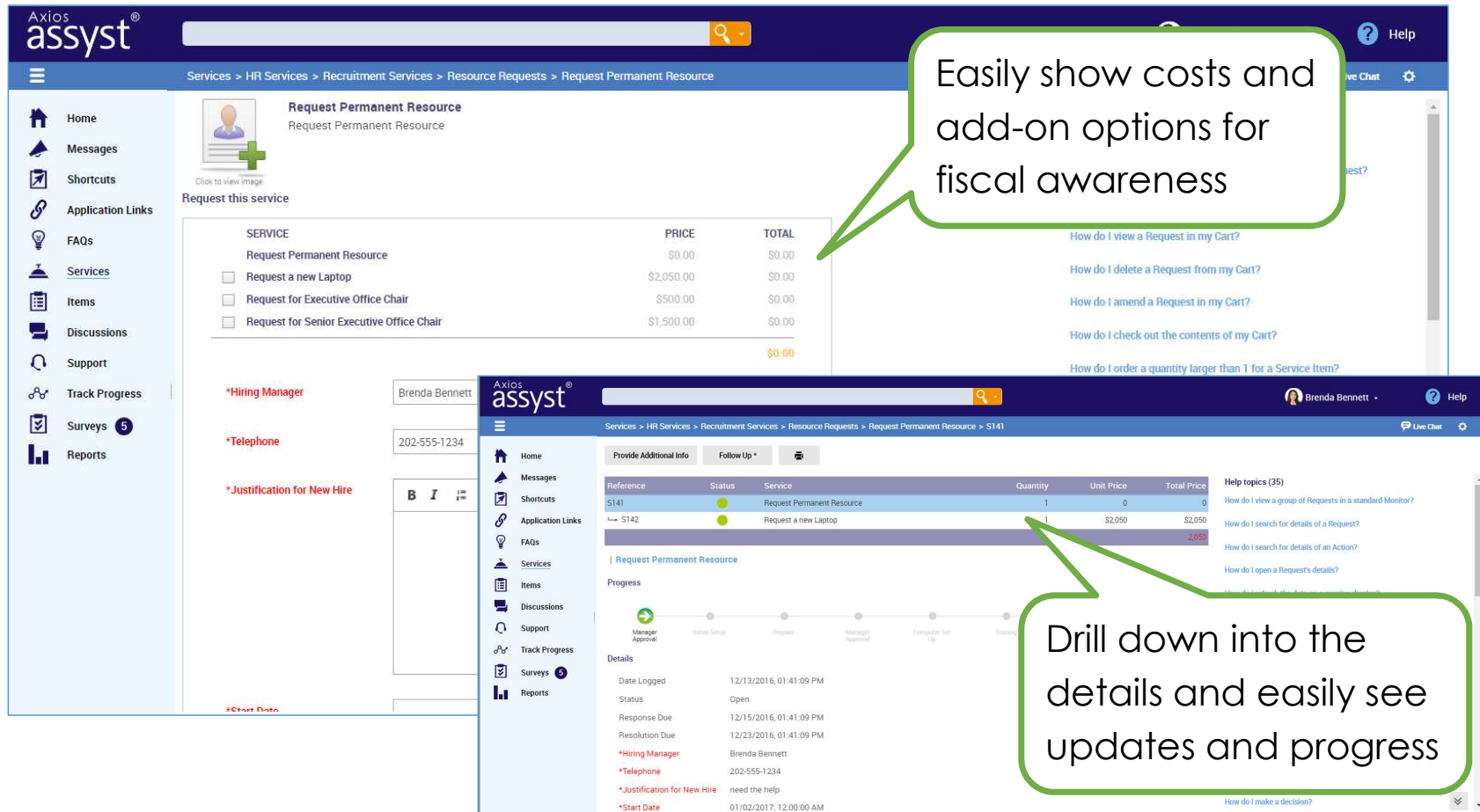


Contextual on screen guidance & related FAQs help the user at each step

Images, videos, links and more, all available for user friendly content

User feedback helps to keep knowledge useful and up to date

Intuitive & Familiar Online User Experience



Request Permanent Resource

SERVICE	PRICE	TOTAL
Request Permanent Resource	\$0.00	\$0.00
<input type="checkbox"/> Request a new Laptop	\$2,050.00	\$0.00
<input type="checkbox"/> Request for Executive Office Chair	\$500.00	\$0.00
<input type="checkbox"/> Request for Senior Executive Office Chair	\$1,500.00	\$0.00
		\$0.00

Request Permanent Resource - S141

Reference	Status	Service	Quantity	Unit Price	Total Price
S141	●	Request Permanent Resource	1	0	0
S142	●	Request a new Laptop	1	\$2,050	\$2,050
					-2,050

Progress

Manager Approval → Initial Setup → Prepare → Manager Approval → Computer Set Up → Training

Details

Date Logged	12/13/2016, 01:41:09 PM
Status	Open
Response Due	12/15/2016, 01:41:09 PM
Resolution Due	12/23/2016, 01:41:09 PM
*Hiring Manager	Brenda Bennett
*Telephone	202-555-1234
*Justification for New Hire	need the help
*Start Date	01/02/2017, 12:00:00 AM

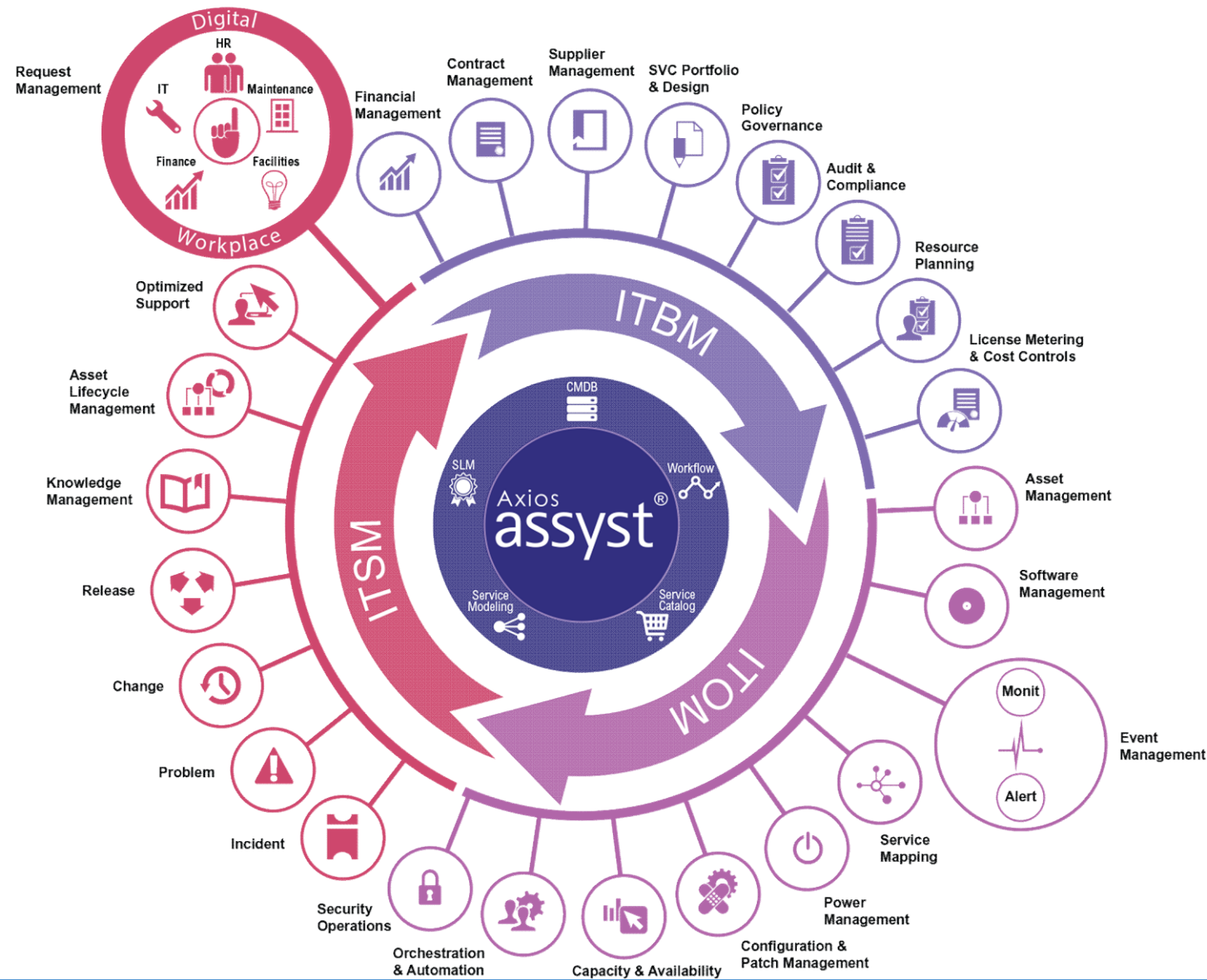
Integrated Chat capabilities for a simplified user experience

End User can initiate Chat Session for Help

The screenshot displays the Axios assyst web interface. On the left is a navigation menu with icons for Home, Messages, Shortcuts, Applications, FAQs, Services, Items, Discussions, Support, Tracking, Surveys, and Reports. The main content area shows a chat window with a search bar and a list of active chat sessions. A pie chart is overlaid on the chat window, titled "How many web chats can an agent handle at the same time?". The chart shows the following distribution: 70% for 2-3 chats, 22% for 4-5 chats, 6% for 6-9 chats, and 1% for 10+ chats. A legend at the bottom of the chart identifies the categories: 1 (red), 2-3 (blue), 4-5 (magenta), 6-9 (dark blue), and 10+ (teal). The callcentre helper logo is visible in the bottom left of the chart area.

Number of Chats	Percentage
1	1%
2-3	70%
4-5	22%
6-9	6%
10+	0%

for increased efficiency



Next Version 11

**Chatbot
Integration**

CONVERSATIONAL AI/ BOTS



VISION



AUTO



ROBOTICS



CYBERSECURITY



BUSINESS INTELLIGENCE & ANALYTICS



AD, SALES, CRM



CORE AI



HEALTHCARE



TEXT ANALYSIS/ GENERATION



IOT/IIOT



COMMERCE



FINTECH & INSURANCE



OTHER



CONVERSATIONAL AI/ BOTS

MindMeld, semanticbits, Maluuba, Mobvoi 出门问问, KITT.AI, snips, clara, AUTOMAT, X!

VISION

clarifai, Chronocam, Orbital Insight, pilot.ai, captricity, GROKSTYLE

AUTO

nuTonomy, drive.ai, AIMOTIVE, nauta, iHexar, ZEXX

ROBOTICS

UBTECH, anki, Rokid, dispatch

CYBERSECURITY

CYLANCE, sift science, sparkcognition, deepinstinct, Shift Technology, DARKTRACE

BUSINESS INTELLIGENCE & ANALYTICS

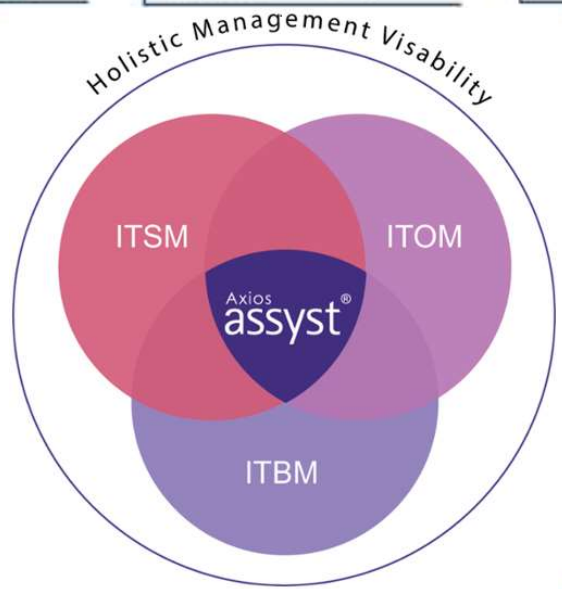
DataRobot, TRIFACTA, rapidminer, tamr, SIGOPT, Paxata, context relevant, Dataminr, logz.io

AD, SALES, CRM

Talkio, deep gram, [PERSADO], Appier, CHORUS, INSIDE SALES COM, drawbridge, DigitalGenius, RESCI

CORE AI

affectiva, PETUUM, ALGORITHMIA, H2O.ai, loop AI COGNITIVE COMPUTING, CognitiveScale, sentient, Voyager Labs, Numenta, SCALED INFERENCE, skymind, vicarious, Digital Reasoning, bonsai, AYASDI



HEALTHCARE

freemove, CLOUD MEDX, zebra, enlitic, twoXAR, iCarbonX, Atomwise, deep genomics, babylon, BenevolentAI, Lunit

THE INNOVATION SUMMIT, CBINSIGHTS

TEXT ANALYSIS/ GENERATION

textio, fido.ai, cortical.io, NarrativeScience

IOT/IIOT

nanit, KONUX, VERDIGRIS, SIGHT MACHINE

COMMERCE

bloomreach, mode.ai

FINTECH & INSURANCE

CAPE ANALYTICS, KENSHC, NUMERA1, alphasense, Kasisto

OTHER

GIGSTER, prospera, Citrine, BLUE RIVER, ROSS, zymergen, Descartes Labs, gradescope, talla

AI and Chatbots

MACHIN
LEARNIN

“

itsMF UK

Knowledge, brought back by keyword searches, is often not relevant or context aware – it's where the identified knowledge just **isn't relevant to the knowledge seeker's current situation**

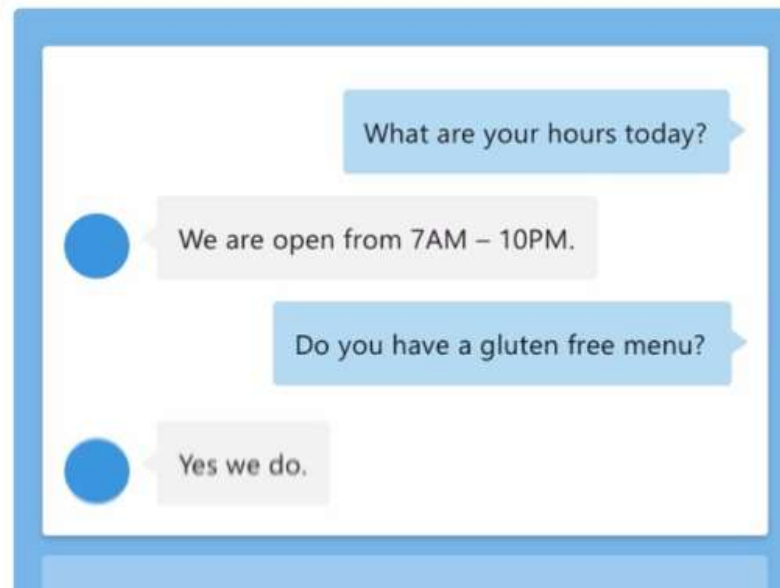


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QnA Maker



GET STARTED >

What type of Knowledge Articles?

assyst Knowledge
Procedures or
Links

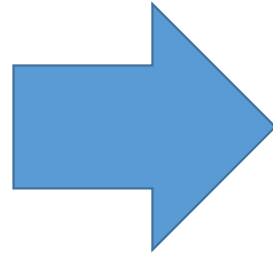
Links to Service
Catalog or FAQ's

SharePoint Files

Intranet Pages

Video's

Tutorials



1. To get started, sign into to the [QnA Maker portal](#) with your azure credentials and click on **Create new service**.

QnA Maker

My Services

Create new service

Documentation

Feedback

Populate your KB.

Extract question-and-answer pairs from an online FAQ, product manuals, or other files. Supported formats are .tsv, .pdf, .doc, .docx, .xlsx, containing questions and answers in sequence. Upload up to five files each under 2MB. If you are starting knowledge base from scratch, skip this step. [Learn more about knowledge base sources.](#)

URL

+ Add URL

File name

+ Add file



1. Create a QnAMaker resource in Azure



2. Log on to the qnamaker portal

5. Manage KB in portal or via APIs

3. Create a Knowledge Base

4. Use QnA endpoint in Bot

<https://qnamaker.ai>

QnA Maker Subscription

App Service (QnA runtime + QnA ranking)

User Subscription

Ask us a question...

Hi!
I am here to help with your queries.
All conversations will be monitored and recorded so that we can continuously improve the service we provide.
Below are the most popular questions. How may I assist you today?

- Raise an incident
- Manage open incidents
- Escalate an incident
- Raise IT Service request
- Request new application

#yourservices at 10:47:10

hi

Hello, how can I help you?

#yourservices at 11:13:42

how do i raise a service request


<https://userxyz.azurewebsites.net/generateanswer>


- Home
- Messages
- Shortcuts
- Application Links
- FAQs
- Services
- Items
- Discussions
- Support
- Track Progress
- Surveys 6
- Reports


Welcome to Self-Service


Welcome to your Self-Service Portal
 Welcome to your Self-Service Portal. Here you can raise service requests, chat to the Service Desk, raise faults and track your events. Please make use of the Knowledge Centre and Collaborations to help resolve any issues you may have.
 19/05/2016 07:15 | Welcome to Self-Service


Shortcuts



 Report an IT issue



 IT Services


 Approvals Assigned to Me


 Report Long Term Sickness


 Your Feedback


 iPhone 6


 Request Visio

Service Disruptions

Planned Outages
 VPN will not be available this weekend for essential maintenance.
 05/03/2018 07:00 | Service Disruptions

Current Outages
 The Email Service is currently experiencing performance issues. We expect this to be resolved shortly.
 30/11/2017 07:15 | Service Disruptions

My Open Issues and Requests

Type	Reference	Date/Time Logged	Item Name	Category Name	Resolution Due
Service Request	S1441	08/01/2019 11:25	Telephony Service	New	11/01/2019 11:25

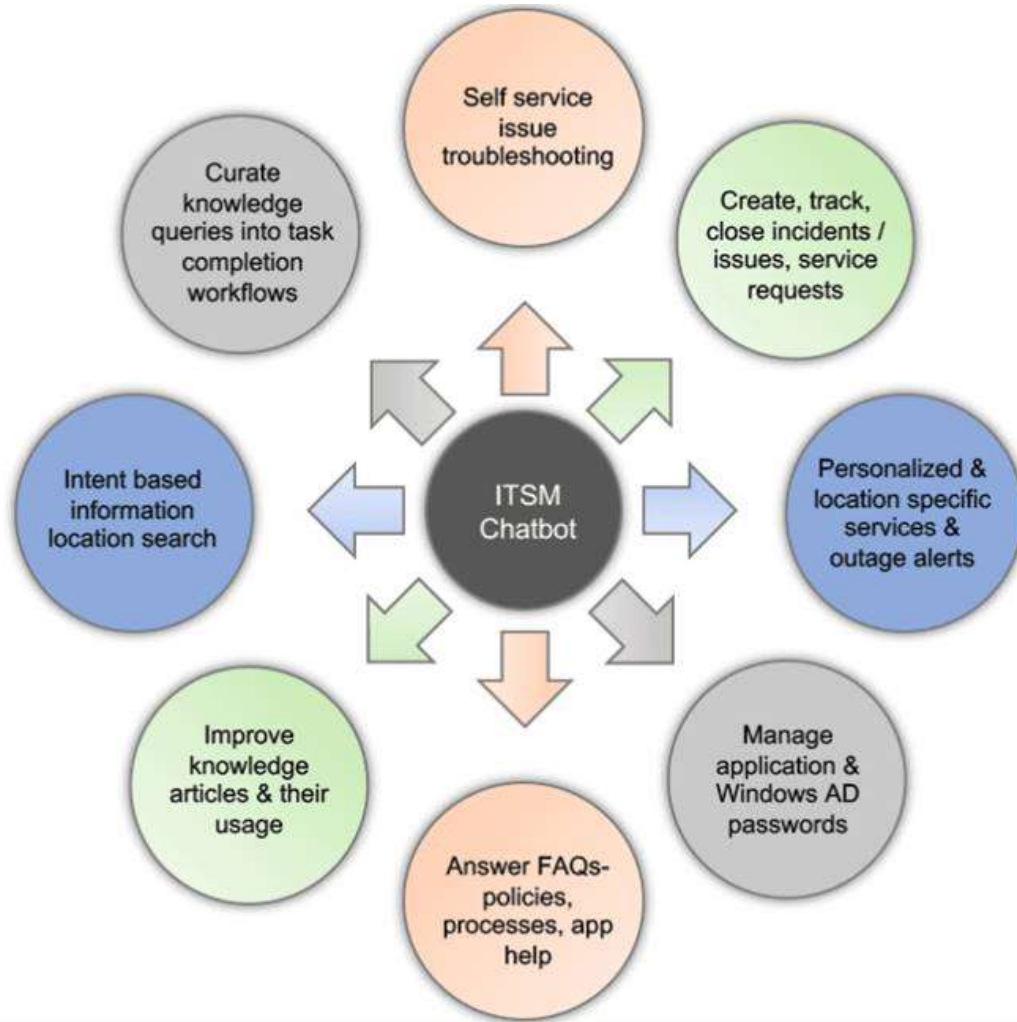
Ask us a question



The sky's the limit

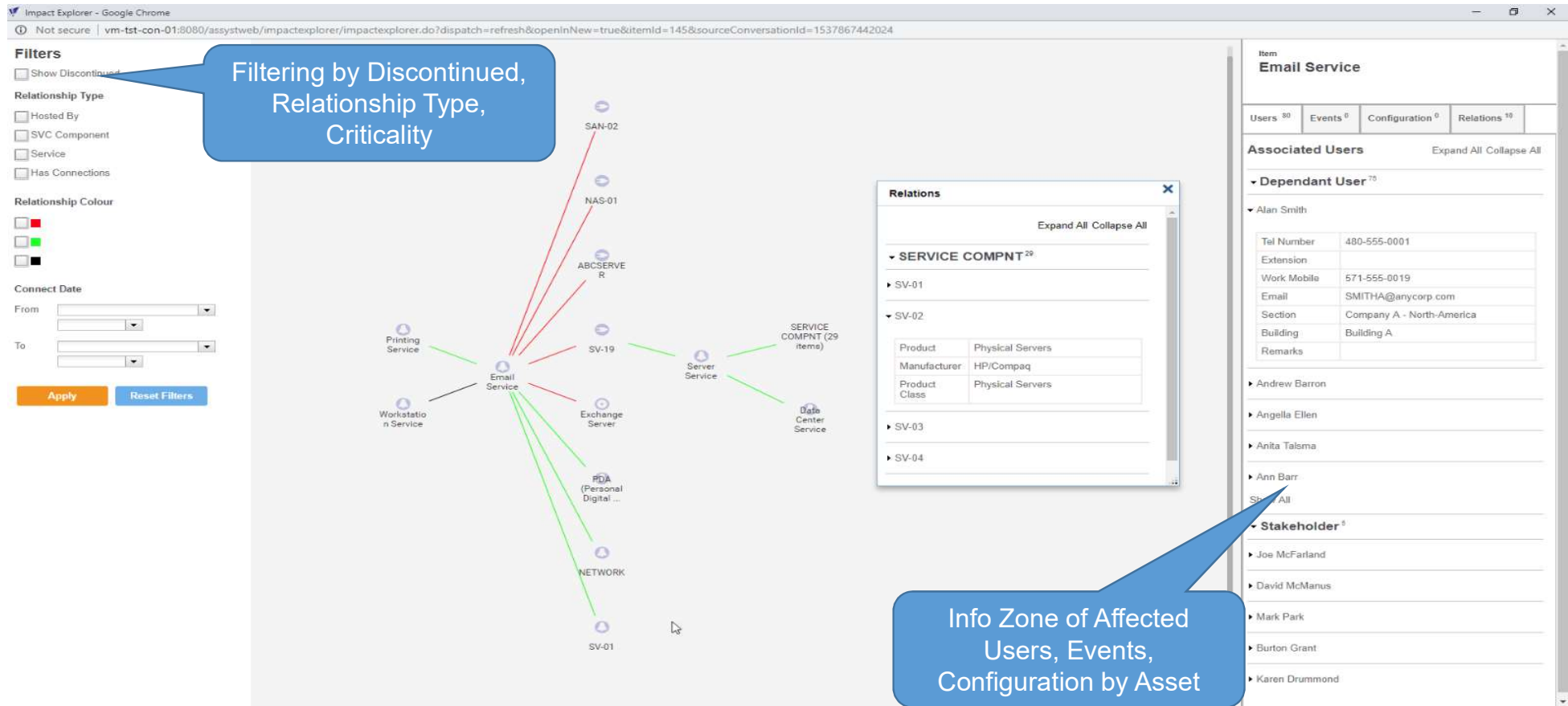
- Point your users directly into your Service Catalog
- Link directly into your user FAQ's
- Provide step by step user instructions
- Automate actions like a Password Reset
- Automate access Provisioning/ De-provisioning

How to expand the scope of automation across operations ITSM chatbot use cases



Similar Events	
○ Open Events for Affected User	0
○ Related Change	6
○ Related Problems	9
○ Known Errors	1
○ Similar Knowledge Solved	5
○ Major Incidents	1
○ Open Inc with same Service Item & Category	103
○ Open With Supplier	2

How to expand the scope of automation across operations ITSM chatbot use cases



Filters

- Show Discontinued
- Relationship Type**
 - Hosted By
 - SVC Component
 - Service
 - Has Connections
- Relationship Colour**
 - Red
 - Green
 - Black
- Connect Date**
 - From: []
 - To: []

Apply **Reset Filters**

Filtering by Discontinued, Relationship Type, Criticality

Relations

Expand All Collapse All

- ▼ SERVICE COMPNT²⁹
 - ▶ SV-01
 - ▼ SV-02

Product	Physical Servers
Manufacturer	HP/Compaq
Product Class	Physical Servers
 - ▶ SV-03
 - ▶ SV-04

Item: Email Service

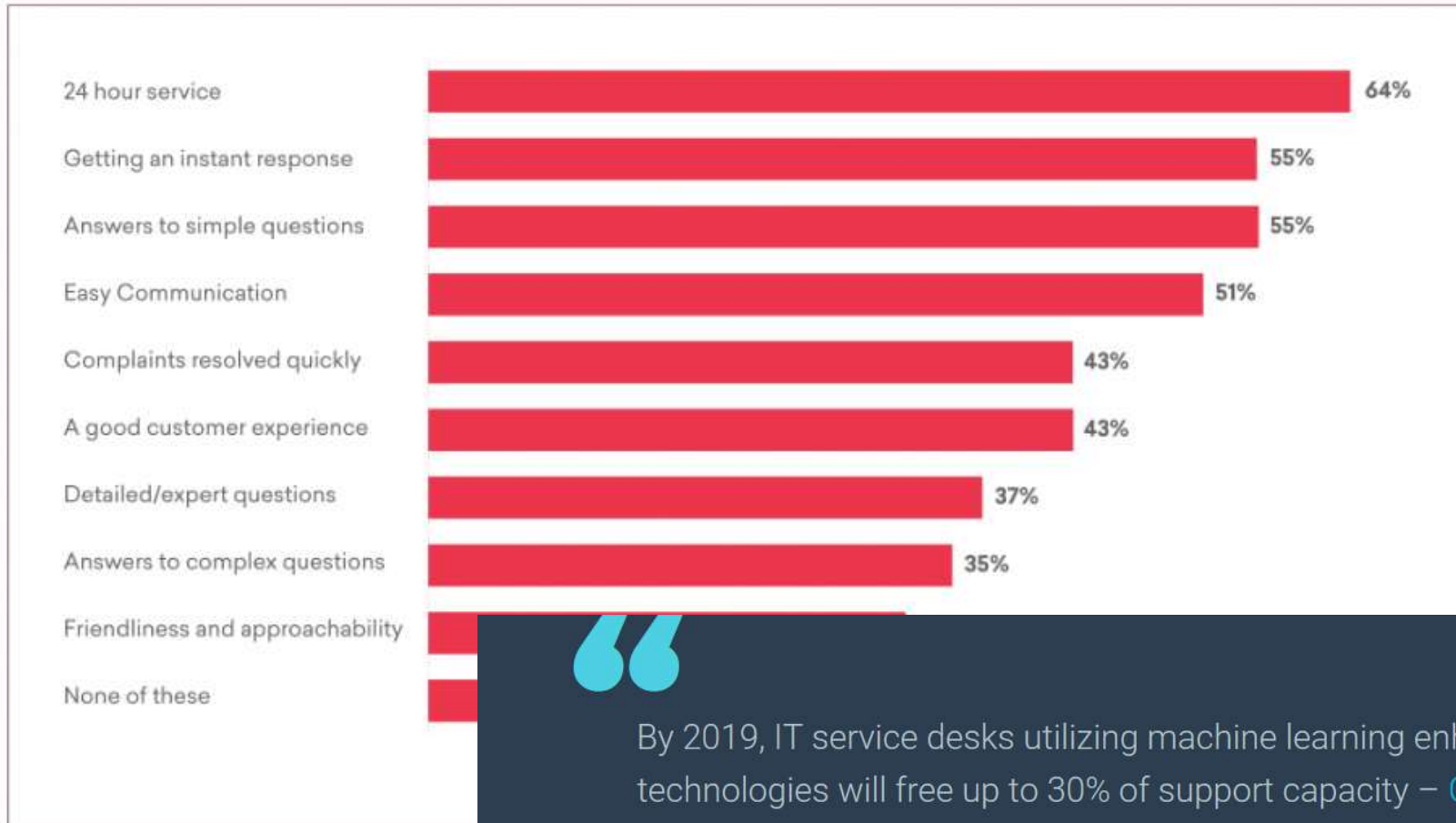
Users⁸⁰ Events⁰ Configuration⁰ Relations¹⁹

Associated Users Expand All Collapse All

- ▼ Dependant User⁷⁵
 - ▼ Alan Smith

Tel Number	480-555-0001
Extension	
Work Mobile	571-555-0019
Email	SMITHA@anycorp.com
Section	Company A - North-America
Building	Building A
Remarks	
 - ▶ Andrew Barron
 - ▶ Angella Ellen
 - ▶ Anita Talsma
 - ▶ Ann Barr
 - Show All
- ▼ Stakeholder⁵
 - ▶ Joe McFarland
 - ▶ David McManus
 - ▶ Mark Park
 - ▶ Burton Grant
 - ▶ Karen Drummond

Info Zone of Affected Users, Events, Configuration by Asset

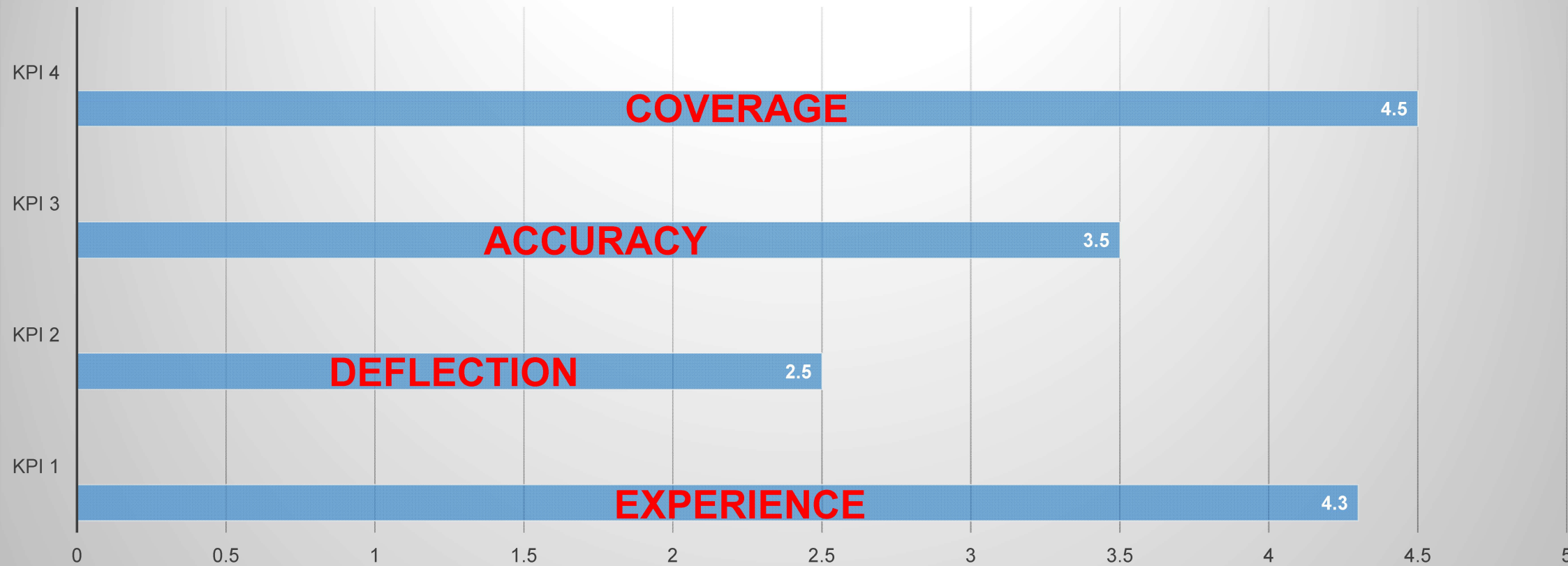


By 2019, IT service desks utilizing machine learning enhanced technologies will free up to 30% of support capacity – [Gartner](#)

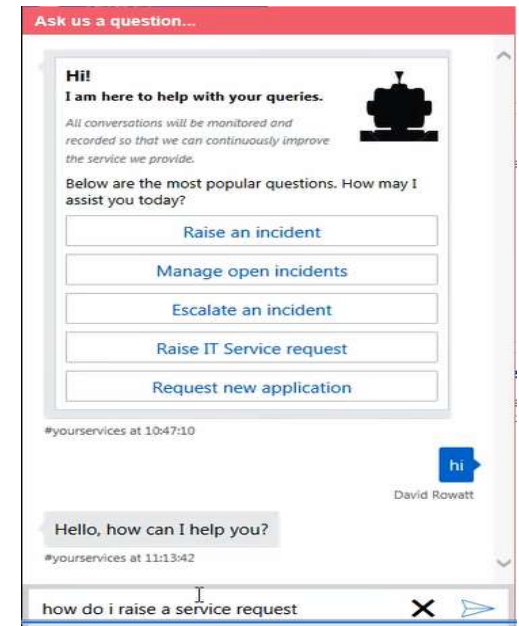
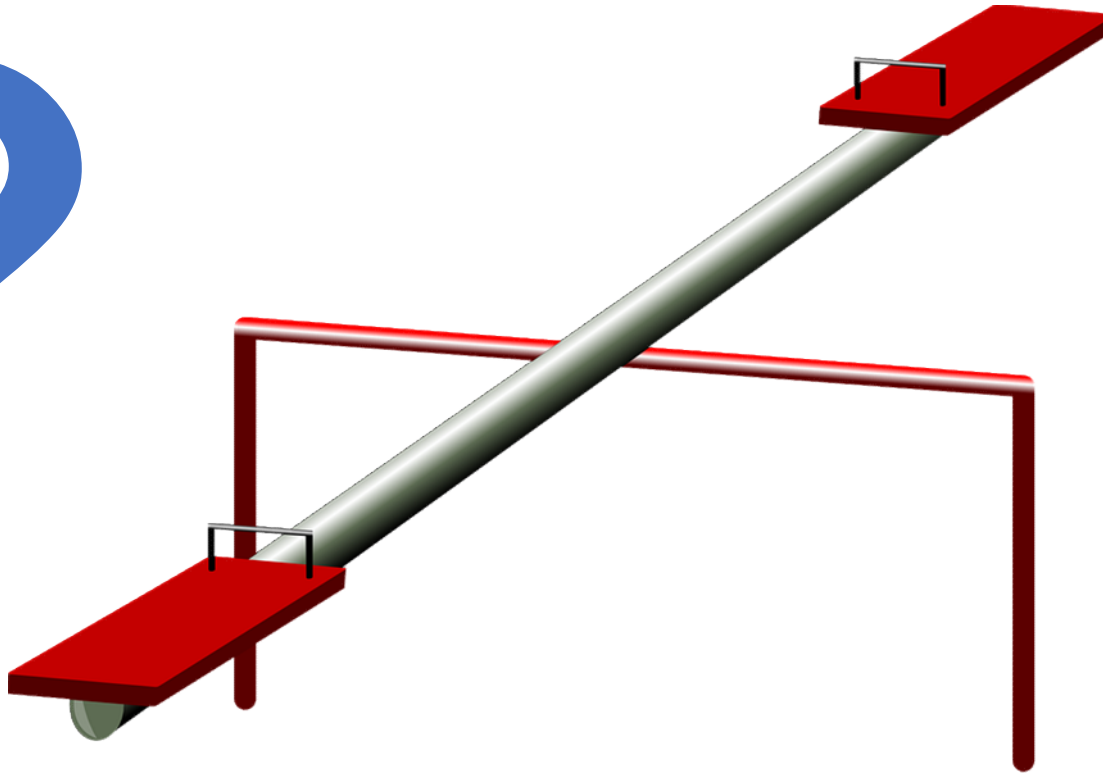


Monitoring Performance

Chatbot KPIs



Effort Versus Reward



Positive Failures / Circuit Breakers

- What happens if the Chatbot can't answer a question?
- How long before you pass across to an real agent?
- Will the Agent have access to the previous dialog?

**"I have
not failed.
I've just found
ten thousand
ways that
won't work."**

Thomas Edison

Your First Steps





ITSM & ITOM SOFTWARE



Established in 1988 & **Privately Owned**



Over 250 staff in 21 Countries
+350 **Global** Customers



Award Winning SaaS & On-Premise Solution 100% Focus on ITSM, ITOM & EMS



Continuous Investment in customer driven R&D.
Consistent Organic Growth



Champions in Enterprise Software Vendor Landscape



Over 20 years on the ITSM Magic Quadrant



1st in 5 Categories Enterprise SaaS ITSM Vendors



1st Vendor in the world to achieve all 16 processes

Thank you for attending Questions?



Craig Whytock

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Systems - ITSM/ITOM specialists
enabling more effective IT in
enterprise organizations

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[linkedin.com/company
/axios-systems/](https://www.linkedin.com/company/axios-systems/)



[@Axios_Systems](https://twitter.com/Axios_Systems)



info.axiossystems.com/blog

Contact us <https://www.axiossystems.com/contact-us>

Further Reading

- <https://www.servicedeskintstitute.com/2018/01/12/10-tips-chatbot-success/>
- https://blog-kore-ai.cdn.ampproject.org/c/s/blog.kore.ai/how-conversational-ai-is-driving-the-future-of-it-service-management?hs_amp=true
- https://resourcecenter.sunviewsoftware.com/artificial-intelligence-ai/ebook-service-smart-technology-features-overview-guide?utm_content=78381410&utm_medium=social&utm_source=linkedin
- <https://botcore.ai/blog/ai-will-impact-service-management/>
- <https://searchcio.techtarget.com/tip/10-ways-to-use-machine-learning-and-AI-in-ITSM-to-improve-processes>
- <https://itsm.tools/2018/02/22/is-your-it-support-chatbots-weakest-link-your-people/>
- <https://automationedge.com/transforming-enterprise-service-management-with-cognitive-technologies/>
- <https://itsm.tools/2018/07/03/20-tips-creating-itsm-future/>
- <https://botcore.ai/blog/chatbots-can-help-helpdesk-teams-hit-sla-target/>
- <https://www.forbes.com/sites/forbestechcouncil/2018/11/07/how-ai-powered-chatbots-optimize-content-delivery/amp/>
- https://blogs.microsoft.com/blog/2018/11/14/microsoft-introduces-guidelines-for-developing-responsible-conversational-ai/?utm_source=elevate&utm_campaign=52557177&Isrc=d3a6f737-6ddb-4e5e-b10d-5dc3d4febff0

