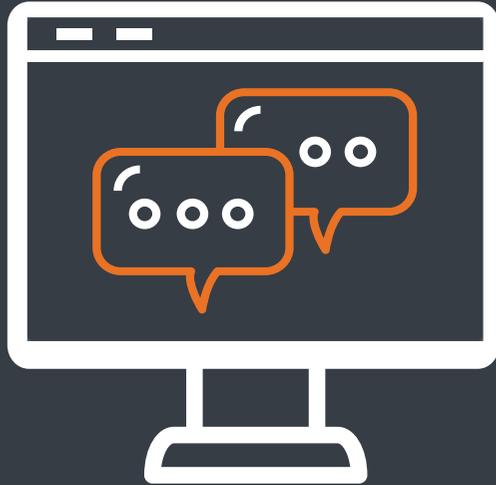


Service Smart Technology

Features Overview



A guide for understanding key features & benefits of ChangeGear Service Smart Technology

Presented By:



Go With Intelligence

SunView Software is ushering in a new era of intelligent IT service management by introducing artificial intelligence to IT process automation. This intelligent platform, known as Service Smart Technology, combines enterprise knowledge and machine learning to support today's evolving digital workplace. By delivering intelligent automation, powerful new features and insightful suggestions to service desk staff and users, SunView is helping IT teams increase staff performance, improve user satisfaction and better support rapid business change, all while reducing cost and complexity.

ChangeGear 7 Service Smart Technology benefits include real-time solution suggestions that speed up time-to-resolution for IT staff, intelligent ticket completion guidance that helps new staff become more productive quickly, efficient self-service engagement through smart responses that provide targeted resolutions, predictive analytics that anticipate needs, and much more.





IntellAssign

IntellAssign's smart automation triages, assigns and routes tickets to the right person in the organization based on ticket type, ticket history, and workday schedules. Workforce efficiency is maximized and workload is distributed more intelligently.

Business Value - Businesses are able to maximize workforce efficiency, resolve tickets faster and increase customer satisfaction.

Benefits

- Busy managers no longer have to spend time triaging and assigning every ticket that comes into the system
- Take confidence in knowing that ticket assignments are routed with optimal efficiency thanks to advanced machine learning algorithms



Route Tickets to the Right Person

Automatically assign tickets to the right person based on ticket type, work schedules, and more.



Improve Workload Distribution

Use intelligent automation to maximize workforce efficiency.



Automate Routine Assignment Tasks

Managers can now free up more time to be strategic.

Smart Responder

Smart Responder uses Machine Learning and Natural Language Processing (NLP) to proactively offer accurate suggestions to end users via email so they can independently resolve incidents faster. Smart Responder also provides the end user with the estimated time to ticket resolution, ensuring them that the ticket is receiving the right attention.

Business Value - End users resolve their own issues resulting in lower ticket volumes and calls to the help desk. No need for IT to hire additional help desk staff, end users have a new tool to resolve issues faster, and customer satisfaction increases.

Benefits

- Improve knowledge base engagement while increasing customer satisfaction
- Provide more options for end users to solve issues themselves, resulting in lower ticket volumes and ultimately more cost savings for the help desk



Empower End Users

Machine learning provides accurate solution suggestions for end users so they can resolve their own issues.



Engage Customers

End users get immediate assurance that their ticket is being addressed.



Promote Your Knowledge Base

Automate promotion of KB resources to take some of the workload away from the help desk.

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Field Recommender

Field Recommender provides IT staff with real time intelligence that guides them in completing tickets faster and more accurately. Suggested recommendations with confidence level scoring pop up when a problem is typed into the ticket field providing information on how to solve the issue. Field Recommender keeps learning as additional details are completed in the summary and description fields.

Business Value - IT staff completes tickets faster and more accurately resulting in lower ticket reassignments. Smart recommendations speed up the onboarding process by providing new hires with real-time guidance and assisted ticket field completion.

Benefits

- Speed up ticket processing and deliver shorter resolution times for the help desk
- Ensure more consistent ticket fulfillment
- Give newly onboarded help desk employees more assisted tools to be productive



Automated Assistance for IT Staff
Use real-time intelligence to guide IT staff through ticket creation for faster and more accurate processing.



Speed Up Onboarding
New IT employees can immediately start being productive with integrated contextual assistance.



Continuous Learning
ChangeGear's field recommendations continuously improve via its machine learning capabilities.

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User Sentiment

ChangeGear can calculate user sentiment so staff can prioritize urgent issues and better track user satisfaction. By using abstract representations of what it learns rather than assessing text at face value, the user sentiment tracking capabilities become smarter and more accurate over time.

Business Value - IT staff can monitor how customers "feel" and proactively address issues before they escalate, resulting in higher customer satisfaction. Tickets can also be automatically escalated based on user sentiment value.

Benefits

- Sort and filter tickets by end user sentiment right from the Incident Grid
- Leverage machine learning to prioritize and take action based on end user sentiment data
- Give managers more visibility over help desk staff performance as related to customer satisfaction



Stay Connected to Customer Feelings

Using machine learning, quickly aggregate and get insights to gauge end user satisfaction.



Proactively Address Issues
Monitor how your customers feel and proactively address issues before they escalate.



Give Managers More Visibility

Oversee correlations between the help desk and customer satisfaction to better gauge staff performance.



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Estimated Effort

ChangeGear estimates effort based on previous ticket history and handling time to provide insight into how long an issue will take to fix.

Business Value - Proactively distribute workload to maximize workforce efficiency. Additionally, managers can identify areas where staff may need training to increase individual productivity.

Benefits

- Get more insight into the complexity of issues based on historical ticket history
- Separate complex, long-tail tickets from low-level tickets for more efficient help desk operations



Estimate Resolution Time

Gain insight into how long an issue will take to fix based on previous ticket history and handling time.



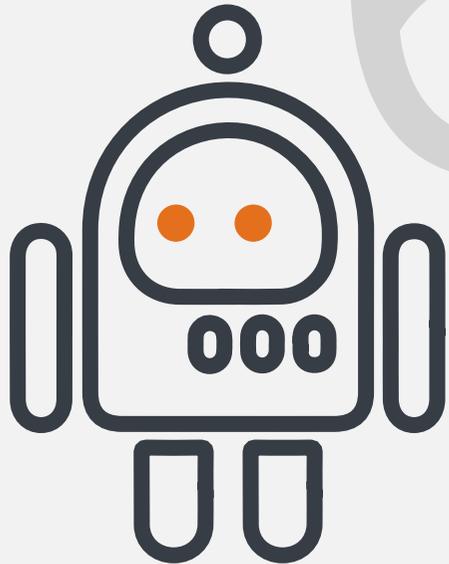
Segment Tickets

Separate complex tickets from low-level tickets for more efficient help desk operations.



Maximize Workforce Efficiency

Proactively distribute workload and identify areas where staff may need more training to increase productivity.



Willow (Chatbot)

Willow, ChangeGear's chatbot, utilizes Machine Learning to provide end users with smart recommendations to quickly resolve problems. Willow is not a virtual assistant but a "self serve" option built specifically for enterprise customers. Willow uses Natural Language Processing (NLP) and machine learning to analyze user requests and return answers from the knowledge base and other data sources.

Business Value - Willow provides end users with a smart self help option to quickly resolve problems. This reduces the number of tickets and calls received by the help desk and eliminates the need to hire more staff.

Benefits

- Leverage a conversational UI that provides more natural automated support
- Improve end user engagement of self-service options
- Give end users a smarter self-help option for resolving issues, thus reducing help desk ticket volume and increasing customer satisfaction



Help End Users Self Serve

Provides end users with smart recommendations to quickly resolve problems.



Natural Engagement

Provide end users with a conversational UI for a better self-serve experience.



Utilize Chatbot Features on the Go

Willow Chatbot is available on both web and mobile platforms, providing more access to self-service options.

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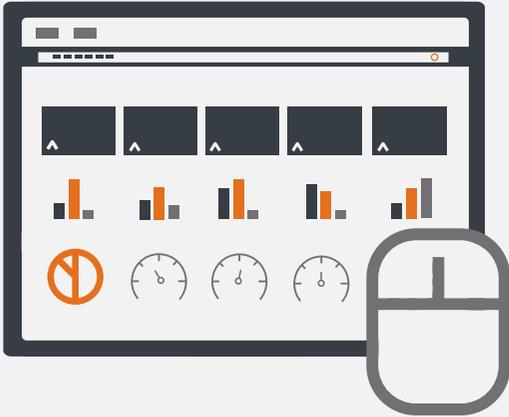
Smart Dashboard

Smart Dashboard provides IT staff and management with intelligent insights across the enterprise. Predictive analytics go beyond simple metrics by identifying historical and future trends, providing IT with intelligence to proactively manage the business.

Business Value - Intelligence provided through predictive analytics makes it easy for IT to anticipate future demands and plan accordingly.

Benefits

- Get real-time analysis based on organization's historical ticket history
- Discover predictive insights into workload, close rate, SLA violation probability & more
- Get started fast with pre-configured widgets, graphs and scorecards



Proactively Manage Your Business

Predictive analytics identify historical and future trends for better decision making.



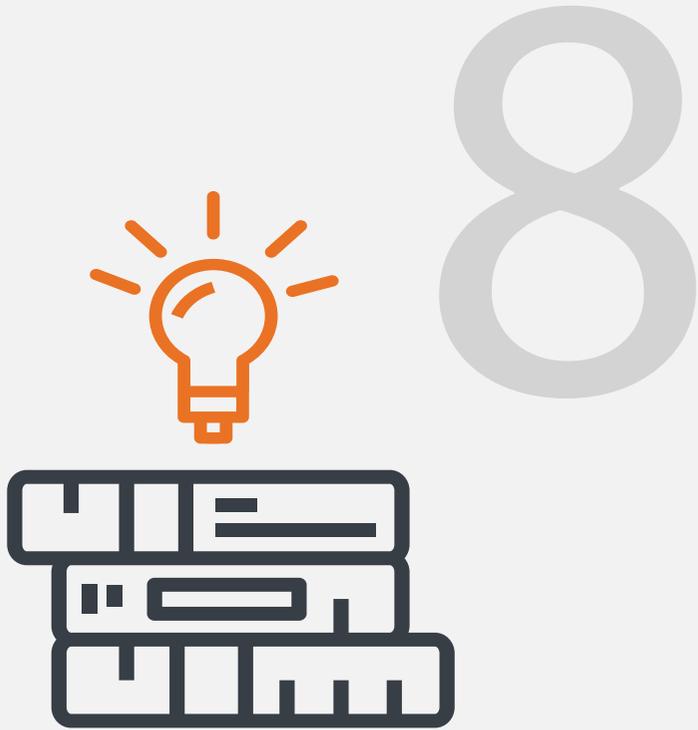
Staff More Effectively

Intelligence from predictive analytics offer smarter insights for more strategic planning.



Get Started Quickly

Get more visibility with pre-configured widgets, graphs and scorecards.



Suggestion Center

Give staff the answers they need fast with ChangeGear Suggestion Center. As IT staff process tickets, suggestion center immediately recommends solutions from various data sources from within the organization such as: knowledge base, incident history, and image attachments.

Business Value - Staff get the answers they need in seconds and can quickly resolve issues and answer questions. Speed and accuracy are improved along with customer satisfaction.

Benefits

- Get real-time suggestions within seconds of entering ticket data
- Use Image Recognition Technology to identify and recommend solutions from similar tickets
- Get suggestions from a variety of data sources within the organization



Suggestions within Seconds

Get real-time suggestions from multiple data sources within seconds of entering ticket data.



Image Recognition Technology

Quickly identify and cross-reference errors from ticket screenshots using ChangeGear's powerful Image Recognition algorithms.



Variety of Data Sources

Staff can quickly find answers from the Knowledge Base, historical tickets and images all from a single-pane-of-glass.

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Smart Voice

Smart Voice intelligently transcribes voicemail messages and automatically creates or escalates tickets based on message content and customer sentiment. Important incidents are identified sooner and addressed as quickly as possible.

Business Value - Staff no longer have to spend time reviewing, transcribing and prioritizing voicemails from customers, because Smart Voice does it automatically. IT staff can triage issues more rapidly, speeding up resolution times and increasing customer satisfaction.

Benefits

- Free up more time for IT staff to work on issues in lieu of fielding calls
- Quickly identify high-priority issues
- Leverage automation so requests don't lay dormant when staff is unavailable to answer the phone



Leverage Automation
Smart Voice automatically transcribes and prioritizes messages from your customers.



No Ticket Left Behind
Tickets are automatically submitted or escalated based on the issue and customer sentiment.



Save Time and Resources
Free up more time for IT staff to work on issues instead of answering phones.

Are you ready for Smart Service Technology?

The primary focus of effective intelligent IT service management software is to strengthen the digital workplace through enterprise knowledge and machine learning.

ChangeGear with Service Smart Technology offers real time intelligent automations and suggestions, while improving staff proficiency and enhancing user satisfaction. Implementation of the innovative AI features reduces ITSM cost and complexity while offering predictive insights that can assist in identifying and planning for potential trouble areas for your business.

Take the time to look at the internal workings of your organization and determine the areas that would benefit from artificial intelligence most. Are you ready? Step into the future today with Smart Service Technology!

