Intelligent Service Desk Operations

Conventional service desk operations are evolving quickly with the advent of artificial intelligence (AI) techniques like machine learning (ML) and natural language processing (NLP). These concepts are now being embedded into operations management activities, using intelligent automation to derive insights, understand user requests, learn business rules and automatically take the appropriate action without human intervention.

Atos Syntel’s Solution

To help our clients keep pace with advancements in service desk operations, Atos Syntel has augmented our traditional service desk capability with intelligent automation and AI powered by the SyntBots® automation platform. Atos Syntel’s Intelligent Service Desk provides end-to-end ownership of your most common service desk requests, ensuring the shortest possible time until closure.

Our services include the most frequent types of requests, like account unlock, password reset, access management, new employee onboarding, software installation, and provision of additional computing and storage resources—all handled virtually instantly, without any human intervention.

Solution highlights

• Enables your teams to stay lean while handling larger ticket volumes
• Automatically captures and logs incoming requests, categorizes and routes them to specific technicians based on skills
• Automatic, rule-based prioritization
• Automatically applies closure dates and workflows based on SLAs
• Documents successful fixes to leverage later in a known error database (KEDB)
• Automatically triggers user communications for escalation, resolution, information requests, etc.
• Generates reports and dashboards based on issue and service-related metrics

Machine learning

• Automated remediation
  Uses bots to respond to an event, ascertain the scope of a situation, record a diagnosis and take steps to fix the underlying problem.

• Automated noise reduction
  Analyzes tickets in real time and sorts out irrelevant information, helping operations teams focus on high priority, legitimate requests.

• Deep learning for field extraction
  Employs a neural network to read and automatically fetch data from incoming requests to pre-populate ticket fields.

• Recurring issue detection
  Analyzes and scores all events, enabling operations teams to see similar events in the past, along with root causes and resolutions.

• Proactive maintenance
  Helps identify patterns and anomalies, uncovering problems and predicting potential issues before they impact the application.

Natural language Processing

• Automatic request categorization
  Uses past trends to classify and categorize incoming incident tickets and email requests without human intervention.

• Automated suggestions and recommendations
  Provides users with a list of suggestions based on user input and past trends or the known error database (KEDB).

• Chatbots
  Domain-specific bots that understand and record customer needs, and converse with users in real time.

Trusted partner for your Digital Journey
To enable superior business and operational outcomes, Atos Syntel’s Intelligent Service Desk is able to learn, reason, and contextualize based on your unique operating model and business needs, and continuously evolves to deliver better service and greater efficiency.

**Solution accelerator**

SyntBots® is Atos Syntel’s intelligent automation platform, with a one-stop IT Operations module that automates application and infrastructure support with robust monitoring and remediation services. From detecting a critical event through recovery, SyntBots continuously monitors and automatically remediates your most business-critical services. It delivers:

- A single, unified automation platform for managing IT infrastructure
- Precise, intelligent performance optimization based on predefined business rules
- An extensive library of built-in SOPs to address IT system needs
- Preventive scaling to ensure system uptime through machine learning and predictive analytics
- Ticket enrichment and problem ticket prioritization, metrics, and reporting dashboards

**Practice highlights**

- 12,000+ person years of experience
- 1,000+ IT infrastructure professionals
- Delivering managed services for 30+ Fortune 1000 clients
- Managed service accelerators to improve availability, agility, and efficiency

**Case Study: Merchant services automation for a financial services provider**

**Business challenges**

- ~15,000 hours of effort per year to manually process merchant statement requests via email
- ~10 minutes spent on each simple but time-consuming ticket, which was serviced with a 15-day SLA
- Low merchant satisfaction due to long wait times and frequent follow-ups

**Our solution**

- Atos Syntel deployed its SyntBots® automation platform to automate the process
- Employed machine learning to categorize and extract required parameters from free-form emails
- Set up automatically-triggered processes and notifications based on the category and parameters of each individual request
- Developed an interactive dashboard with visibility into the total number of requests received, transactions processed, etc.

**Business benefits**

- Improved productivity, with a 70% reduction in manual effort
- 90% reduction in ticket servicing time
- Improved merchant satisfaction

Atos Syntel is a leading provider of integrated IT and knowledge process services and a member of the Atos Group, a global leader in digital transformation with 120,000 employees in 73 countries and annual revenue of €13 billion. We help enterprises accelerate their digital journeys, increase agility and business performance, evolve to “Digital native” standards, and deliver scale and flexibility for the Digital Age.

Atos Syntel unites Atos’s scale and world-class technology capabilities with Syntel’s industry focus, global delivery model, and services powered by intelligent automation.

Learn more at: [www.atos-syntel.net](http://www.atos-syntel.net)