A leading materials engineering solutions company transforms employee experience using Chatbots.

Customer

The customer is a global leader in materials engineering solutions used to produce virtually every new chip and advanced display in the world.

Business Challenge

The company needed a more streamlined approach that would facilitate their employees and users to avail information from their help desk team. The company identified these as areas that need improvement and could result in a better employee experience and productivity.

The company employees/users reach out to the help desk team for IT support. The help desk team responds to a user request by sending a relevant article from the existing knowledge base.

In the last few years, the company has witnessed a significant growth in the users and their queries. The number of monthly tickets created by help desk team in **ServiceNow** has increased substantially and is expected to grow further impacting team's productivity, and support cost.

The company needed a way to lower the number of tickets hitting the help desk. However, what they didn't want is to reduce the quality of the service.

A well-trained **conversational bot** was required to automate responses for FAQs leveraging the power of **Artificial Intelligence (AI), Natural Language Processing and Cognitive Services.**

WinWire Solution

WinWire leverages customer's historical data from ServiceNow, SharePoint Wiki, Release Notes for Data Center to build a strong knowledge base. WinWire developed a **machine learning model** that learns responses to different queries from the knowledge base.

WinWire then integrated machine learning model with **Azure Bot framework** and configured the bot to connect to Skype for business communication channel.

Today, employees ask their question on the chat window, and the bot will gather the information for them.

The bot was designed to intercept and serve the user on the FAQs with a relevant response. In case, a bot does not get an appropriate result; it will automatically create a new ServiceNow ticket without requiring human assistance.

Azure AI meets a broad set of international and industry-specific compliance standards, such as ISO 27001, HIPAA, FedRAMP and SOC Rigorous third-party audits.

The Business Value

- Enhanced user productivity
- Improved operational efficiency
- Automates support function by **80%** by capitalizing on historical ServiceNow tickets