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# 6 SERVICE DESK PROBLEMS THAT AI CAN SOLVE

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WHITE PAPER

samanage

## Executive Summary

For years, movies and television series have imagined and depicted a world dominated by artificial intelligence. What once seemed like a distant future is suddenly here, with smart technology impacting our daily lives, in ways we won't always recognize. It hasn't arrived in the form of cinematic drama (at least, not yet), but it is in our smartphones, business tools, and GPS applications. Allowing technology further into our lives has undeniably made life easier and more productive.

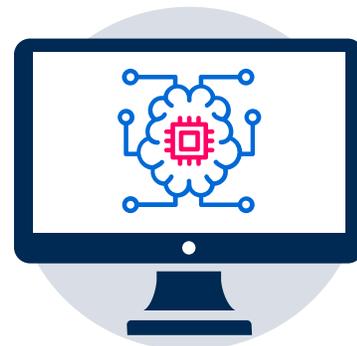
As service-focused strategy continues to evolve, it's important for organizations to recognize the opportunities that artificial intelligence provides. The service desk is a great place to start. After all, some of the most impactful forms of AI in our daily lives — such as suggestions from Netflix or ETAs from Lyft — [enhance our user-experience](#), which should be the main objective of the service desk. AI in your service desk solution can increase productivity, efficiency, and overall satisfaction throughout the organization.

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## Artificial Intelligence in the Service Desk

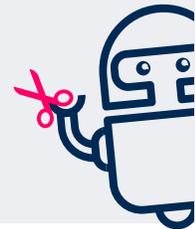
Artificial intelligence is a scary thought for some, especially when it comes to its impact on the workforce. Understandably, much of that fear stems from the idea that AI will put people out of work. But a recent [Samanage survey](#) actually shows that only 7.4% of professionals in a wide variety of fields think that AI will put their jobs in jeopardy. That's reassuring, and perhaps it's because the current impact of smart technology has been, for the most part, very positive.

It's important to remember that artificial intelligence, at this point in time, isn't what you've seen in movies. Today, its purpose is to help us with productivity, efficiency, and accuracy. Ideally, AI can allow your service desk to run at maximum efficiency. Ticket resolution times are shorter, data is complete, real-time reporting is accurate and easy to pull, and employees are satisfied. It's the ultimate dream, right?



The truth is, most organizations do not even realize they are wasting time in valuable areas. While 62.3% of respondents from that same Samanage survey believe AI will cut tedious work, only 22% said they use it frequently. The more technology evolves, the more organizations will need to implement AI in some capacity. Why not start with the service desk? The center of all requests and tickets is often times a pain point for employees who are unsure how to navigate it.

A recent survey revealed that nearly **2/3** of respondents believe AI will cut out tedious work.



The goal of AI is to make the service desk smarter without your team having to work harder. This white paper will describe six problems that artificial intelligence can solve for the service desk.

## 6 service desk problems AI can solve

### **PROBLEM: Agents spend more time assigning than resolving**

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The reality in most organizations is that the service desk is in a constant state of capacity. There's hardly enough time in a day to work those ticket queues. Groups of IT techs might work hundreds or even thousands of tickets each day depending on the organization. These tickets come from different departments and even different parts of the world. The last thing a staff needs to worry about is whether they are assigning tickets to the right technicians. For every hour a ticket sits in a queue, waiting for an assignment, that's an hour of time lost on actually working the ticket.

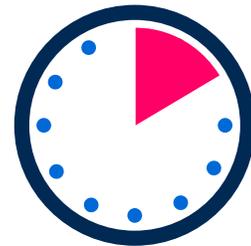
Imagine 1,000 boxes come into a distribution center, but none of them have shipping addresses. Now, a staff of people need to open them up, take their best guesses at where the contents should go, pack them back up, write up a shipping label, and send them off. What a nightmare! So, the question is, why run your service desk like our imaginary "world's worst distribution center?"



### **SOLUTION: Suggested categories and subcategories**

Those 1,000 boxes should receive shipping labels as soon as they're packed. That's what AI can accomplish for the service desk. The requester is filling out the ticket (or packing the box), so let's make it as clear as possible what information is needed from them. And since a requester won't always know where that ticket goes, you can use artificial intelligence to lead them in the right direction. AI can learn from your organization's history of tickets to suggest categories and subcategories to your employees when they submit tickets. This data will act as the shipping label for the request. When you have accurate categories and subcategories, you can create automations that route the tickets to the appropriate technicians based on that category data — eliminating the need for manual ticket routing.

More than **1/3** of IT professionals spend up to **2 hours** per day on work that could be automated



### **PROBLEM: Long resolution times**

# 2

Employees want issues resolved quickly and accurately. No one likes waiting. They have things to do, products to sell, services to deliver, and places to go with a limited amount of time. Imagine an employee needs a device or password reset. Traditionally, they would send out an email to a technician, and then the waiting begins. Suppose that technician is currently buried in higher-priority tickets. It's possible they won't get to this particular ticket until the end of the day or worse, the next day. Now there's an employee waiting hours for access back into their work accounts. They've lost valuable time waiting on a solution they could have resolved themselves.



### **SOLUTION: Suggested solutions to requesters (self-service)**

Artificial intelligence makes it so employees no longer have to wait for simple requests to be fulfilled. Take advantage of the organization's knowledge base to provide them with the tools and articles they need for self-service. As soon as an employee types in the ticket they intend to submit a suggested article will show, now they have the solution in their hands. No more waiting on a returned email.

**64.71%** of IT departments are using self-service systems for employees



### **PROBLEM: Repetitive requests**

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Even with self-service options, some employees would rather submit a ticket, and that's okay. The problem comes from different employees submitting the same ticket repeatedly. Employees have requests, and they have them often. If a technician sees the same ticket 20 times in a day, there has to be a pattern. Now they have wasted time crafting the same answer to 20 different people. Why should a technician have to write out the same response over and over? These requests take up their valuable time that they could be giving to more complicated and involved requests.

### **SOLUTION: Suggested solutions to service agents**

Combat the repetitive requests by further taking advantage of the organization's knowledge base. With AI-powered suggested solutions, service agents can point, click, and send a detailed solution, rather than typing up instructions for each instance of the same ticket. These suggested solutions will pop up as soon as a technician opens the ticket, which increases their productivity and allows them to focus on the more important matters at hand.

**50%** of IT professionals say that helping employees automate non-essential tasks allows them to fulfill more big picture projects



## **PROBLEM: Difficulty measuring employee satisfaction in large ticket queues**

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Technicians get hundreds of tickets each day. Sometimes tickets get buried in the mix, and before you know it, potential service issues get lost. Although our employees' satisfaction is the highest priority, it's almost impossible to manually track every interaction in real time. Sometimes there are early signs that they're growing frustrated with the service they are receiving. There may be clues in comments on open tickets like "I'm still having this issue." These warning signs need attention before it's too late, but it can be difficult to identify the early signs of frustration in a crowded incident queue.

## **SOLUTION: Sentiment analysis**

When an employee makes a comment on an open ticket, artificial intelligence will be able to flag potentially negative feelings through sentiment analysis. If the comment indicates dissatisfaction or another pressing matter, it should move to the top of the priority list. Focus on proactivity. If you can escalate incidents to receive proper attention based on the perceived tone of a comment, this will help prevent negative experiences. Now you know the pain points for employees. You can get to them faster and recognize trends of satisfaction vs. dissatisfaction. That way you can handle things before they get out of control.



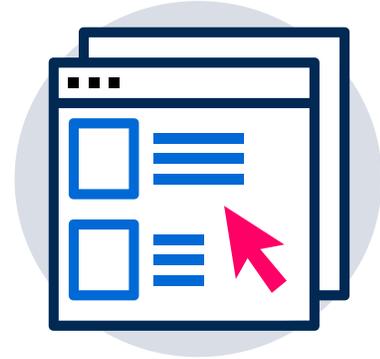
## **PROBLEM: Data inaccuracies**

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When requesters submit tickets, are they going to the right team? Let's say an employee has a problem with their video conferencing tool, but they have no idea if that's a "software" ticket or an "applications" ticket. This is a crucial piece of information because the ticket will be automatically routed to the appropriate technician based on this piece of data. Selecting a category/subcategory can be an unclear task for requesters. If a ticket goes to the wrong team, it will sit in a queue until it's properly identified, slowing down the process. Now the requester not only has to wait longer for a resolution but the IT management data is inaccurate — both of which will have a negative impact on your reporting.

## **SOLUTION: Suggested categories / subcategories, sites and departments**

Suggested categories, subcategories, sites, and departments are easy ways to take the pressure off the requester. Now all they have to worry about is putting in the ticket. Based on your organization's history of tickets, your ITSM solution can actually suggest the appropriate category, subcategory, site, and department according to the employee submitting the ticket and the description they use about their issue. This way, IT management has complete and accurate data to begin working the ticket. No pausing a service level agreement (SLA) to wait for follow up. Technicians can work tickets from start to finish instead of going back and forth with requesters and other technicians in the ticket.



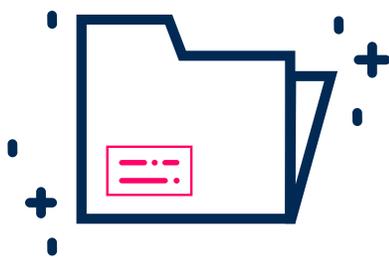
## **PROBLEM: Change management planning**

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Change management is often the most intimidating service desk implementation. It takes meticulous planning for a process-driven approach to IT changes. This includes application changes, software updates, server upgrades, and device models. These changes happen all the time, and it can be difficult to plan for all of the employees they will impact. Prioritizing and implementing changes can also prove challenging, especially if your staff is stretched thin.

## **SOLUTION: Smart CMDB and suggested configuration items (CIs)**

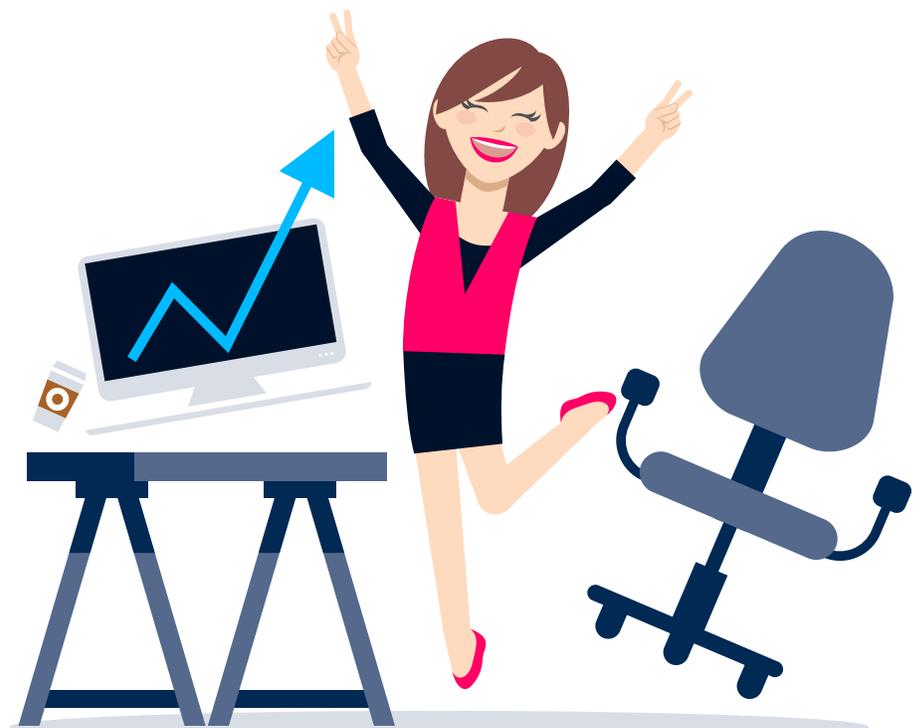
The configuration management database (CMDB) stores records for every CI in your organization, and it helps you filter those records in an infinite number of ways to identify relationships. This is where all of those assets come together — what they are, where they are, who owns them, how they're configured, and histories of how they've impacted the business in any way. Suggested CIs will help your service desk staff connect users to their devices in incident management, but it was also help scope the impact of proposed changes. The smart CMDB can help your service desk staff prepare for the impact of every potential change they consider by connecting it to all of the CIs in your organization.



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## Conclusion

Artificial intelligence isn't just a trendy buzzword or a robot come to life. As technology progresses, systems get smarter. Allowing you time to do things you wish you could. With artificial intelligence in the service desk, your whole organization will run smoother and more productively. You are giving your employees, from providers to requesters, everything they need to do the best work they can. Every organization's goal is to run efficiently with the highest level of productivity, that's what artificial intelligence allows. How much time could these processes save your technicians? Give your employees more time to do what they were hired to do.





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Samanage, the Service Success Company, is the most reviewed and highest rated IT service desk solution. We are redefining employee service experiences by empowering organizations to maximize the potential from their most important asset – their people. Samanage’s cloud-based employee service management platform is smart, easy to use, and inspires companies ranging from startups to global market leaders to simplify complex tasks and automate services across their entire organization. With more than 2,000 customers around the world in a variety of vertical markets, our software can be tailored to meet specific service needs.