

Service Desk

By Readibots

Automated Service Desk Built on the READI Platform

Accelerate Your Service Desk Even with Budget Constraints, Skill Gaps, and Increasing Threats and Workloads with the Power of Automation from Readibots

The new norm introduces new challenges to IT and your Service Desk. Finding the right people, with the right skills in a world where availability can fluctuate without warning, creates unpredictability that can cause you to miss your SLAs, further increase costs, threaten system availability, and keeps you firefighting instead of driving innovation and real business value.



Shift to an Automated Service Desk and affect the Metrics that Drive Your Success

Begin or accelerate your shift and see dramatic reductions in your MTTR and cost per ticket metrics, while experiencing higher measurements on your customer satisfaction statistics, first contact resolution (FCR) and change success rate (CSR).

Give Your Organization Everything Needed to Accelerate Your Service Desk and Free Your People to Drive Value and Innovation

Completely automate common/repetitive tasks granting your valuable people time to innovate

Enable autonomous incident resolution to ensure system availability and SLA compliance

Delegate interactive Task Bots to empower end user self-service lessening the burden on service desk agents

Create powerful automated diagnostic tools with guided contextualization of data to speed up triage, diagnosis and resolution of issues

Remove direct system access via delegation of bots to service desk agents and IT experts to implement a Just-in-Time access model

Single pane of glass insight into your entire enterprise including multi-tenant and multi-cloud environments

Real World Results of Automation with Readibots Kansas State University

Within months KU transformed their service desk allowing inexperienced, and transitory student agents, to complete the majority of the tasks that previously required privileged access and extensive expertise to complete.

83%

**REDUCTION
IN ESCALATIONS**

614k

**REDUCTION
ANNUAL USER
HOURS SAVED**

\$1.6M

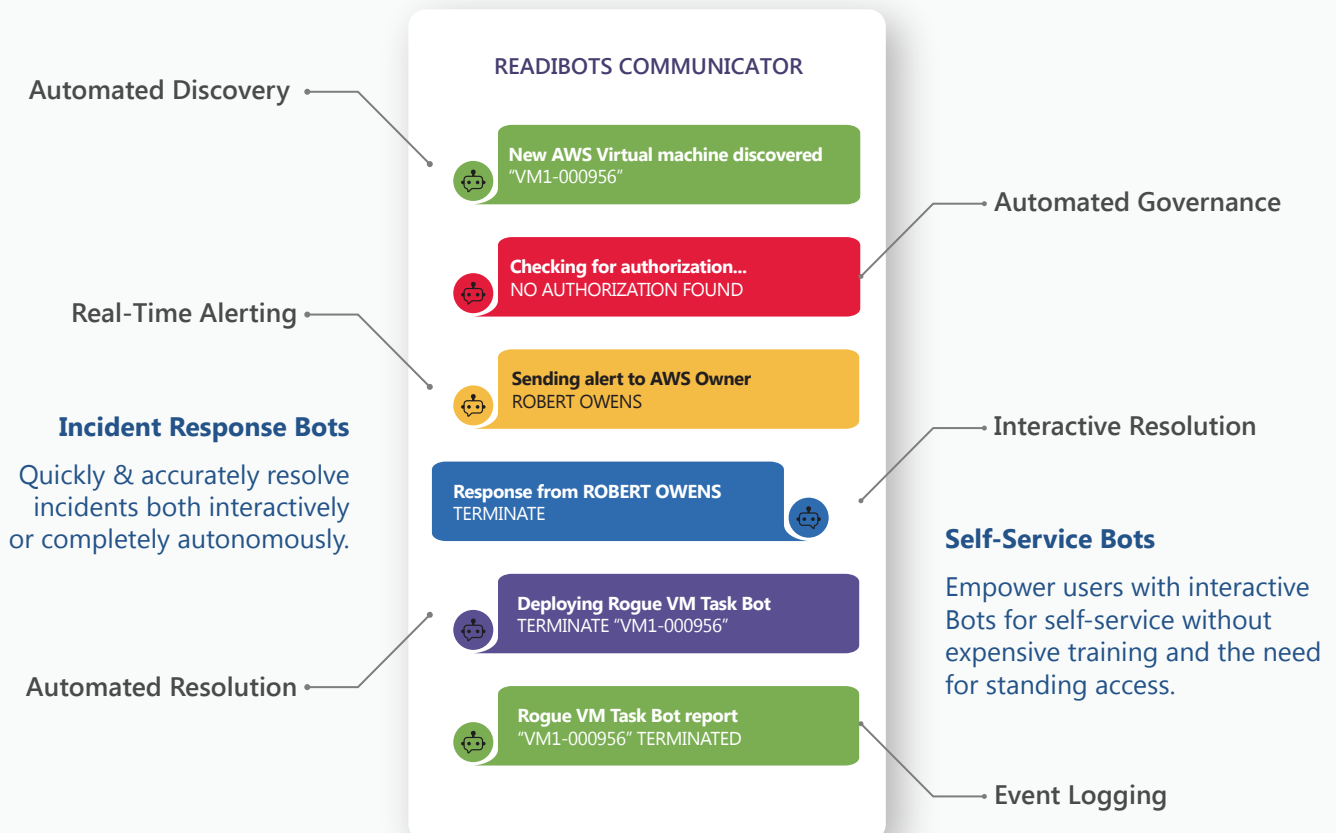
**REDUCTION
ANNUAL SUPPORT
COST SAVING**

Student Driven Service Desk

Solution paid for
itself within the
first three months.

No Limit to What you Can Do. Use OOTB Bots, Link them Together, or Build Your Own to Automate Anything!

Bot in Action



SCAN FOR MORE INFORMATION ON OUR WEBSITE
WWW.READIBOTS.COM

© 2023 Readibots Corp. All rights reserved. The Readibots logo is a trademark of Readibots Corp.
All other marks are the property of their respective owners.

