

# Employee Support

Modernize how you support employees for a more productive workforce.

## Customer experiences are driving employee expectations.

How we experience support in our personal lives is bleeding over into the office. As customers, we are used to interacting with AI and getting fast, delightful resolutions. But as employees, it's a different story. Traditionally, dealing with internal support helpdesks, like IT and HR, does not delight. With 69% of American employees open to new opportunities or actively seeking them out, businesses can't afford to run a helpdesk that's not helpful.<sup>1</sup> Empower your employees and the teams that support them with a more intelligent way to access information.

## How does Bold360 help?

Employees are usually frustrated when they have to ask for help. Meanwhile, helpdesk teams find it frustrating to answer the same questions over and over. With artificial intelligent (AI) powered employee support from Bold360, you can create a more satisfying experience on both sides.

### How does Bold360 help employees?

The average employee spends nearly a third of the day interacting with internal systems and knowledge repositories.<sup>2</sup> In other words, noncore work. Bold360's AI helps employees find immediate answers to their questions for an easier, more productive, and more satisfying workday. And when human support is needed, Bold360 seamlessly transitions the request to minimize employee effort.

### How does Bold360 help support teams?

For helpdesk staff, productivity extremely important. But repetitive tasks consume up to 50% of their time. Meanwhile, answers to at least 41% of questions already exist somewhere.<sup>3</sup> Bold360 helps siphon off routine inquiries and it empowers

## BOLD RESULTS

### Fortune 50 Company



" With AI-powered employee support from Bold360, you can create a more satisfying experience on both sides."

helpdesk teams with AI assistance and remote support tools for solving complex issues. Support teams reclaim valuable time, not to mention their sanity and job satisfaction.

### How does Bold360 help businesses?

Businesses with high levels of employee engagement are 21% more profitable than other organizations, while disengaged employees cost businesses more than \$400 billion per year.<sup>4</sup> So replacing outdated, frustrating processes with a modern solution that improves employee engagement makes good business sense. Bold360 not only provides a better employee support

experience but gives you a constant stream of data-driven insights, so you can continue to improve it.

### The Benefits of Bold360

- Give employees instant support and the confidence to solve their own problems
- Free up internal helpdesks, like IT and HR, to focus on the high-value work that fuels their job satisfaction
- Boost productivity across the organization with insights on improving the employee experience

## How does Bold360 work?

### AI-Powered Self-Service

Bold360's conversational chatbots and dynamic search bars make it easy for employees to find answers on their own. A support widget can be built into tools your employees are already using, like MS Teams and SharePoint sites, so they don't have to break their normal workflow to get help. And thanks to natural language processing, your internal support bot speaks their language, helping them find what they're looking for faster.

### Seamless Support Escalations

Bold360 is the industry's most tightly integrated agent and bot solution, which means transitions from self-service to helpdesk are seamless. When a Bold360 chatbot can't answer the employee's question, the full context of the interaction follows the interaction to the agent (or to a ticketing system), so the employee doesn't have to repeat anything, and the agent is fully up to speed before the live interaction begins.

### Employee Experience Analytics

Real-time analytics keep you plugged into your employee experience and removes the guesswork when it comes to optimizing your knowledge. The more Bold360 is used, the more it learns. It provides you valuable insights into self-service success and request trends and recommends new content for you to add or update in your internal knowledge base to satisfy unanswered questions and improve workflows.

### Powerful Agent Workspace

Bold360's agent interface is designed for maximum speed and efficiency. Helpdesk employees have access to AI which supports them behind the scenes offering relevant content and immediate answers. And powerful remote support tools like co-browse, remote access and remote control aid in solving those more complex, hands-on support inquiries.

## SOURCES

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3. IT Self-Service Systems Study, Survey Sampling International, 2017
4. Gallup, State of the American Workplace, 2017