

5 IT Challenges Bots Solve and The Impact on Company Performance

At a time when companies and entire industries are navigating digital transformation, bots help by eliminating everyday hassles for employees. AI advances have expanded capabilities for bots, allowing them to offer substantial time and money savings for businesses. This potential to better utilize precious resources has one Business Insider report claiming 80 percent of businesses want to incorporate chatbots in some way by 2020.¹

And there are good reasons why. Here's a look at five common IT challenges bots solve and how these improvements can enhance company performance.



CHALLENGE 01

Eliminating Repetitive Tasks

Help desk employees spend considerable time managing repetitive tasks like password resets and email issues. Bots have been known to resolve these issues quickly and free up time for support teams. Repetitive tasks can consume up to 50 percent of a help desk agent's time. Removing these simple tasks from an employee's day frees them up for higher-level work.



"The IT help desk consumes human talent. Repetitive support issues drive help desk workers batty, consuming resources that could otherwise drive business innovation."²

-FORRESTER

CHALLENGE 02

Serving as a Triage Department

Sophisticated AI-powered bots leverage data and reporting to effectively escalate an issue at the right time without disrupting the user experience. These bots can effectively serve as a triage for employees working with end users, too, gathering important information to help live agents solve problems faster. With bot-first triaging:



CHALLENGE 03

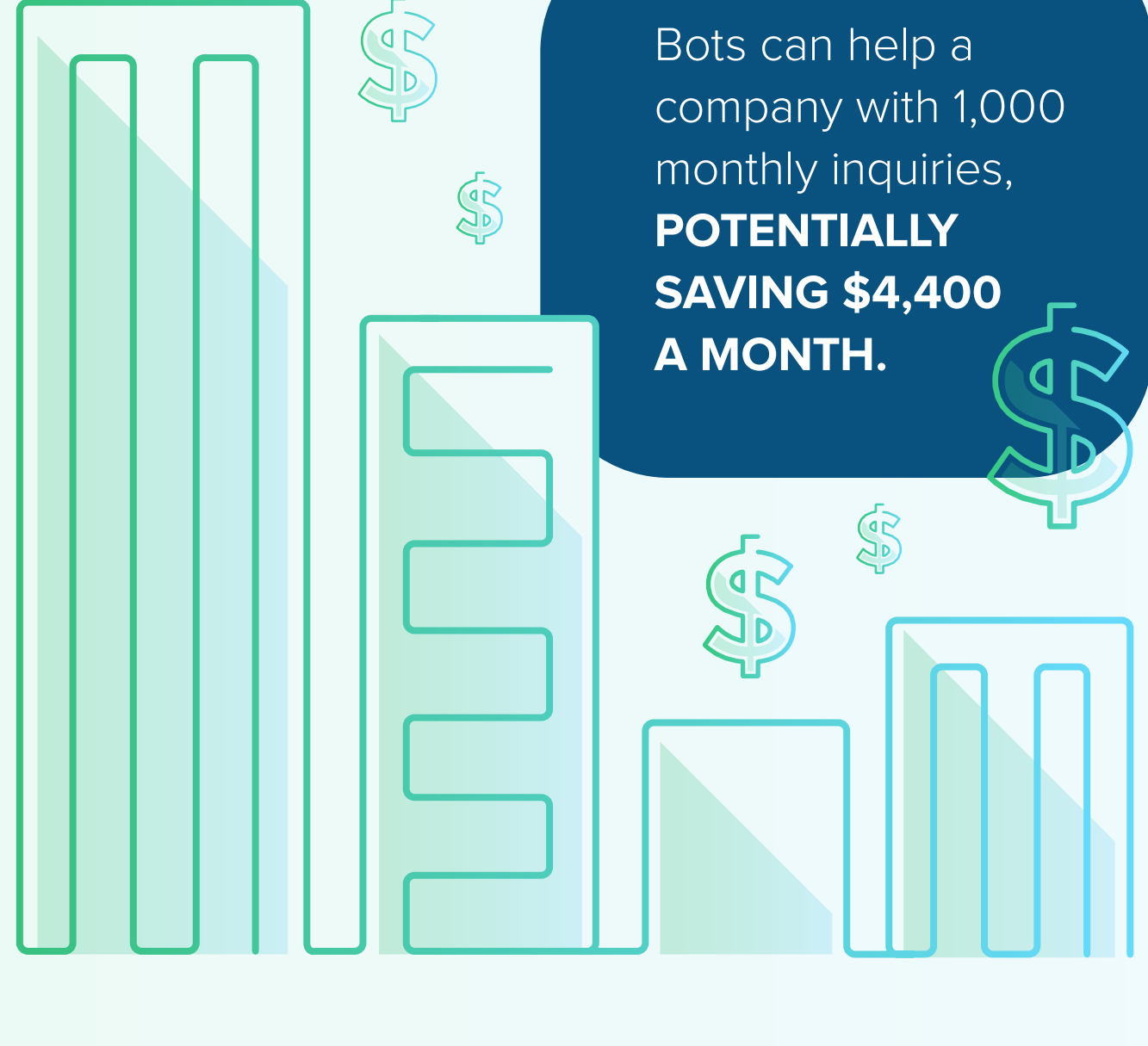
Saving Money by Reducing Time to Resolution

By tending to repetitious tasks and effectively triaging, considerable savings can be realized for companies.

CONSIDER THE FOLLOWING SCENARIO:

According to Metric net³, the average cost of a Level 1 ticket in North America was \$22. If your company receives 1,000 inquiries per month and 20 percent are Level 1 repetitive tasks eliminated by chatbots, that's a **\$4,400 savings per month!**

The same report also found cost-per-minute handle time to be \$1.60. With agents better informed and capable of reducing the time it takes to resolve an escalated call, even more cost savings can be realized.

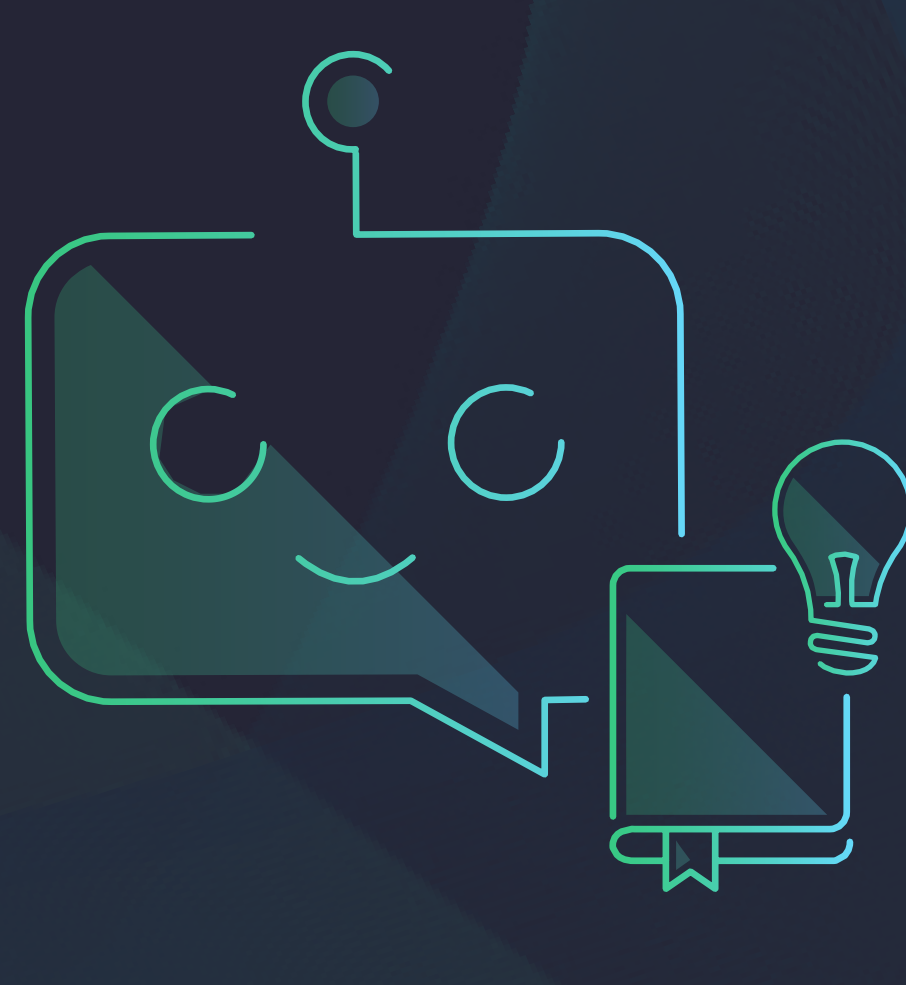


CHALLENGE 04

Content Organization Benefits

Bots structure and organize content well. This allows C-level executives and managers to better understand and use data to support proactive initiatives and broader AI implementations, such as process automation.

Bots also use content to predict what a user wants to see, while at the same time linking to source materials. This allows companies the flexibility to organize content to better respond to end user needs, even as needs shift and change.



CHALLENGE 05

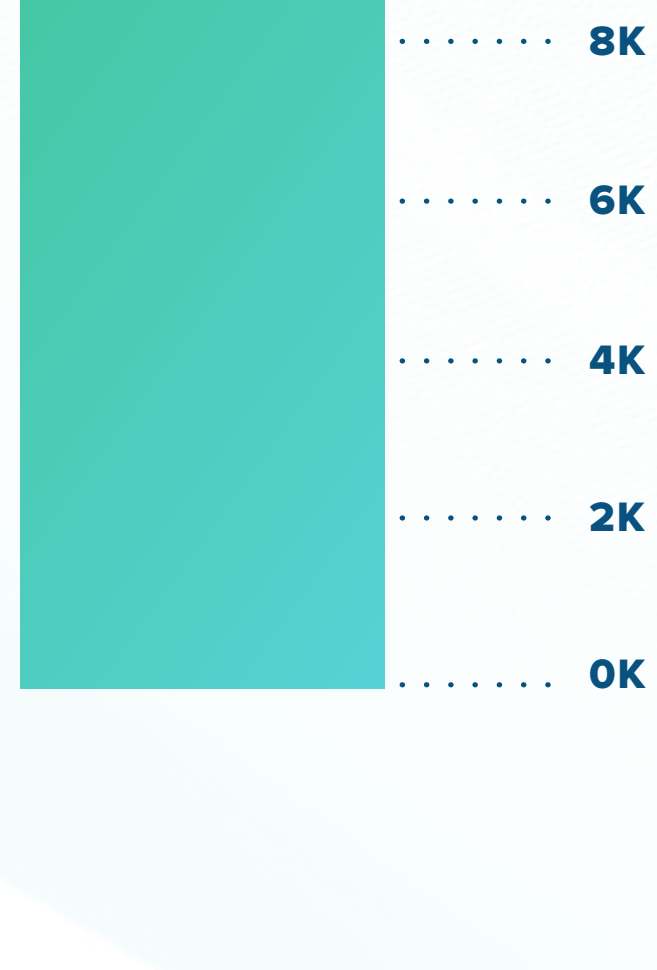
Creating New Employee Engagement Opportunities

When employees are not burdened with repetitive tasks and operations become more efficient as a whole, time is also freed for managers to train employees, improve morale and retention, and ultimately reduce the reliance on new hires.

\$10K

Turnover, on average, costs more than \$10,000 when replacing a single service desk FTE in North America.⁴

-HDI



SOURCES

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