

IT Chatbot: The Cure for the IT Headache



SnatchBot

Technology Aiding Technology: Chatbots in IT

Let's start things off with a bit of humour. An IT professional sits at the breakfast table when his wife says, "Honey, the toaster isn't working." The IT professional asks, "Did you try unplugging it and plugging it back in?"

While clearly this is just a joke, it brings to light two particular aspects of IT, or information technology, both of which bear mentioning. When most people think of IT, they think of service-oriented support personnel that help to overcome issues with technology. This is, however, something of a misconception; while that's part of it, information technology as a whole refers to the use and cooperation of systems to store, retrieve, and send data.

Lately, IT has further come to be synonymous with any sort of computing, particularly as it pertains to enterprise models—the B2B (business-to-business) and B2C (business-to-consumer) relationships.

The second aspect that this joke brings to mind is that the industry of IT tends to be beset by repetitive inquiries and frustrating interactions (with both machine and people) that lead to reduced productivity and general dissatisfaction. Virtually every computer ever built has been ever built has been created with the simplest of goals: to make some aspect of our lives easier. And yet there is an entire industry of people who, daily, have the opposite experience!

Here at SnatchBot, we believe there is another way—using technology to aid technology in a meaningful manner that alleviates the headaches of IT support, increases productivity, and promotes a streamlined workflow.

The Age of Chatbots

Unless you've spent the last two years under a rock, you've likely heard of chatbots, automated programs capable of interacting with a user in human language, typically via text or voice. Chatbots use machine learning and artificial intelligence to draw context from input and reply in a way that is conversational, engaging, and personal.

Though the technology is not all that new, bot usage has recently spread to all corners of the globe and nearly every industry. Hundreds of brands are using bots to answer customer service inquiries and assist with digital shopping. The travel and tourism industries are using bots to book hotels and transportation. Healthcare enterprises use bots to supply patients with necessary information and remind them of upcoming appointments. And those are just a few examples; more and more use cases emerge daily as bots gain prevalence.

While there's no definitive answer to why chatbots have gained such popularity, there are certainly a number of benefits they afford. They are less expensive to produce than apps, websites, or other GUI-based media. Modern bot-building platforms like SnatchBot require little to no coding skills, so you don't have to be a developer to build your own bot. Development cycles are measured in days or even hours, rather than weeks or months.

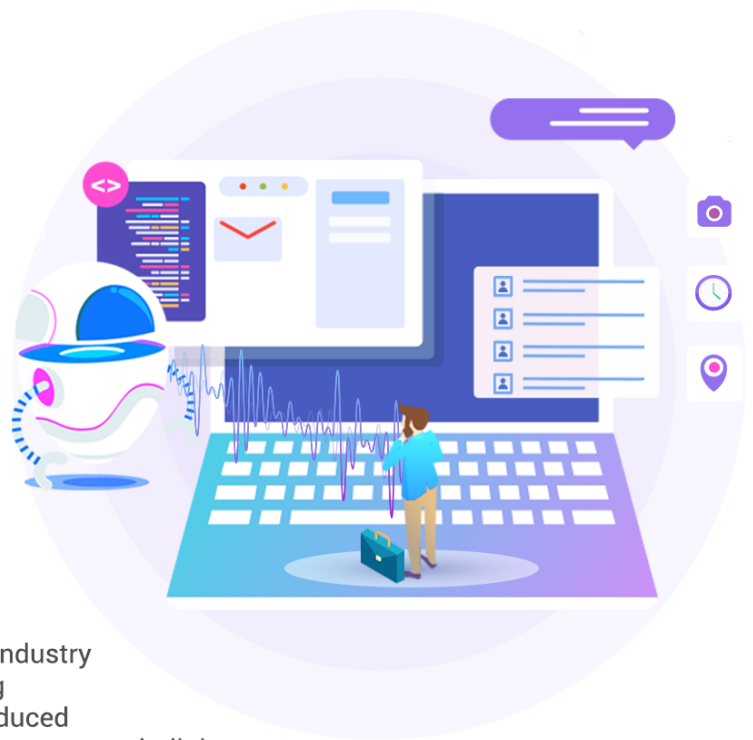
On the user end, chatbots provide a self-service option that reflects the pace at which the modern consumer has come to expect responses. Bots are able to reply to inquiries and requests quickly, efficiently, and accurately, and they are always available, twenty-four hours a day and seven days a week. Perhaps best of all, users can interact with bots via their preferred channel, whether it's a messaging app, social media platform, website, SMS, and many more.

Bots in IT Support

The speed at which we have access to information has made us somewhat impatient. Social media, instant messaging, online shopping, and the internet in general have all been advances designed to make our life easier in some way, but in doing so, people in general have come to expect resolution quicker than ever before.

The bar for consumer satisfaction is being raised by such trend-setting enterprises, and as a result, other industries are eager to catch up for fear of losing valuable customers. At the same time, any enterprise wants to gain internal benefit as well, whether it's by reducing overhead, alleviating stress on their workforce, or some other means.

Using intelligent bots in IT support is a way to accomplish both of these goals—creating a rapid, simple solution for customers and employees, while at the same time helping IT personnel keep pace with expectations. For starters, bots are able to answer common questions related to



technical issues and product features; they can report issues, grant access to systems, ensure functionality, and remit information, all without relying on support staff, which grants IT personnel the freedom to focus their time on more productive endeavours.

With a bot-building platform like SnatchBot, enterprises are able to choose if they want their process to be fully automated or to include human input. For example, a chatbot can interact with users and if a particular issue comes up, the bot can then divert the inquiry to a live support person.

Our platform also offers real-time analytics that promote synergy, track the growth of your bot, and collect data regarding what issues your user base is frequently seeing, allowing you to gain new insight into your network.

Chatbots and ITSM

Information technology service management (ITSM) refers to the implementation of IT services through an enterprise to meet the needs of its customers. ITSM processes tend to be more workflow-driven than their technology-driven IT systems management counterparts, with more of an emphasis on the deliverables to the consumer. Even so, it's no less impactful of an industry for the use of chatbots.

ITSM standards traditionally employ specialized software, which to employees and consumers, is just another GUI-based system to learn. With chatbots, the benefits of having an interface that speaks "human language" offers a competitive edge that can inevitably lead not only to retaining and gaining new customers, but reducing costs and increasing employee satisfaction.

In fact, use cases have already emerged showing the advantages of B2C and external-customer support systems that employ bots. Below are just a few examples:

- ✓ Simplify complex IT processes with a personalized, scalable approach.
- ✓ Minimize employee frustration while maximizing productivity.
- ✓ Offer rapid, automated solutions to ordinarily tedious tasks.
- ✓ Provide self-service support anytime, day or night.
- ✓ Notify users of incidents and outages with immediate alerts

The Bot Advantage

Safety and security is an integral aspect of any IT solution, which is why the SnatchBot platform is private, safe and secure. We pride ourselves on providing enterprise-grade security that complies with all regulatory mandates, including user authentication and secure messaging.

Multi-channel integration is an increasingly necessary facet of consumer relations, as well as IT solutions. Today's bots can be deployed over nearly any channel. With SnatchBot, you have the ability to publish your text, voice, or video chatbots easily to all web apps, channels, and chat services, such as Facebook Messenger or Skype, with a single click.

Furthermore, our bot-building platform is the only one on the market today that allows you to sync across chat channels, which means that a user can start a conversation on Facebook Messenger, continue on a website, and end in SMS with no interruption.

Not only are all of these advantages possible with bots—they're already being implemented around the globe and across industries. Even with all of the use cases available for bots, we've still only now begun to tap into their full potential. Visit SnatchBot to see how your IT organization can get started using chatbots today.

Try to our Chatbot Template and Start Building your Own



Troubleshoots Bot Template

About SnatchBot

SnatchBot's revolutionary platform streamlines business workflows and communications with a single message based interface. With SnatchBot's omni-channel platform, customers can specify the channels through which they'd like to connect. SnatchBot's tools support the entire lifecycle of a bot, from developing and testing to deploying, publishing, hosting, tracking, and monitoring. The platform provides robust administrative features and enterprise-grade security that comply with all regulatory mandates.

For more information about SnatchBot's bot-building platform, please visit our website at <https://snatchbot.me/>
If you don't know how to start building your bot contact us today and we will build your bot for you.
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