

# Nexthink Chatbot Integration

Using Digital Employee Experience data to drive a meaningful conversation

## THE RISE OF THE CHATBOT

Chatbots have revolutionized the way employees interact with IT. They not only reduce IT support overhead by automating simple tasks, but also boost employee productivity through the instant resolution of routine issues without human involvement. Chatbot's popularity within global enterprises is unmistakable, with Gartner estimating that by 2021, over 50% of enterprises will be spending more per annum on chatbots than on traditional mobile app developments\*.

However, the chatbot experience for employees can be compromised by a lack of background information and context. Without the right intelligence, chatbots can misdiagnose issues, suggest ineffective solutions or simply reroute users to human agents, defeating the purpose of the technology.

## CREATING A MEANINGFUL CONVERSATION

Drawing from a holistic combination of both employee and device data, Nexthink enhances chatbots' capabilities by empowering them with unique insight into Digital Employee Experience (DEX), enabling them to diagnose a wider range of issues and suggest resolutions more relevant to employees' situations. Nexthink intelligence integrates with any chatbot, allowing employees to remediate their basic IT issues on-the-spot on their preferred interface, and facilitating chatbots' ability to automatically log and close incidents.

By leveraging enhanced chatbots, enterprise IT can become much more proactive in its service delivery by promoting self-healing and automating incident management, 24/7. For IT, it lightens the load of L1 support, reducing costs and enabling them to focus on more serious matters. For employees, it promotes independence over routine IT problem resolution, improving productivity as well the satisfaction and trust they have over IT.

## HOW NEXTHINK DEX INTELLIGENCE EMPOWERS CHATBOTS

- **Intelligence in context:** Nexthink helps chatbots create a link between active users and their devices, infrastructure and activities in real time to put any issues in context and speed up diagnosis.
- **Rapid diagnosis and remediation:** By leveraging holistic intelligence, chatbots can now diagnose even the most subjective issues – such as “my PC is slow” – and instantly suggest remediation solutions directly on the user's device.
- **Seamless integration:** Nexthink's cross-engine API supports integration with any type of chatbot and can be easily accessed through multiple interfaces (for example, slack, teams or skype).

## BUSINESS BENEFITS

- **Significantly Reduced support overheads**
- **Instant and automatic diagnosis and remediation**
- **24/7 availability without human interaction**
- **Increase IT and employee productivity and satisfaction**

### TRADITIONAL CHATBOT

I cannot send email

These are the troubleshooting steps for Email issues.

1. Check you are connected to the network
2. In Outlook go to Options, ...

I can't find it

I will put you through the support helpline

...

### CHATBOT WITH NEXTHINK DATA

I cannot send email

I see your Outlook is offline. Let me fix this for you...

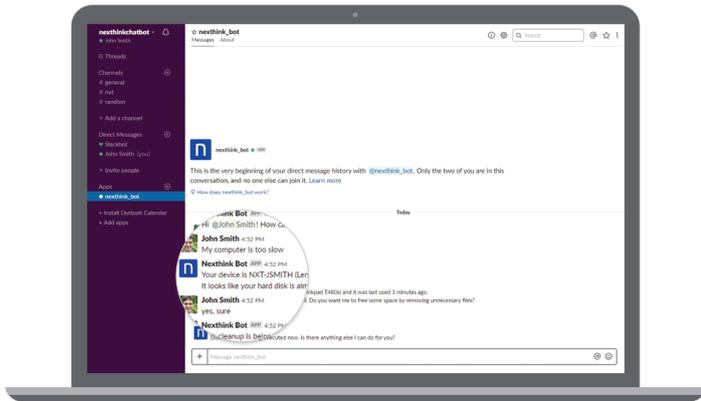
Now your Outlook is online. Can I help you with something else?

No, it works now, thanks!

\* Gartner, Top Predictions for IT Organizations and Users in 2018 and Beyond

# Digital Employee Experience and Chatbots

Nextthink intelligence enhances chatbot offerings with unique combination of employee and device data, allowing them to operate more effectively by leveraging three key capabilities:



## Better Accuracy

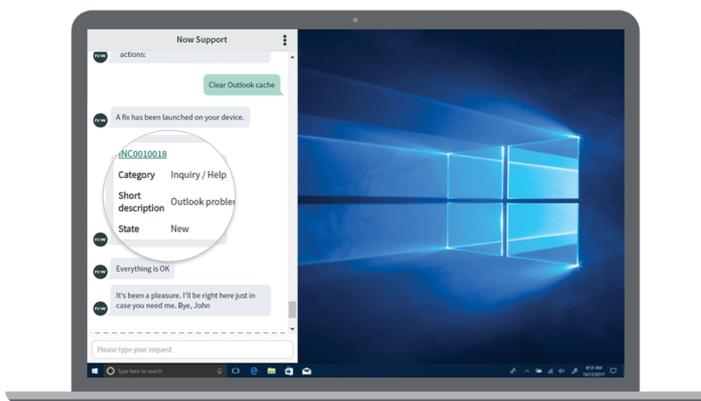
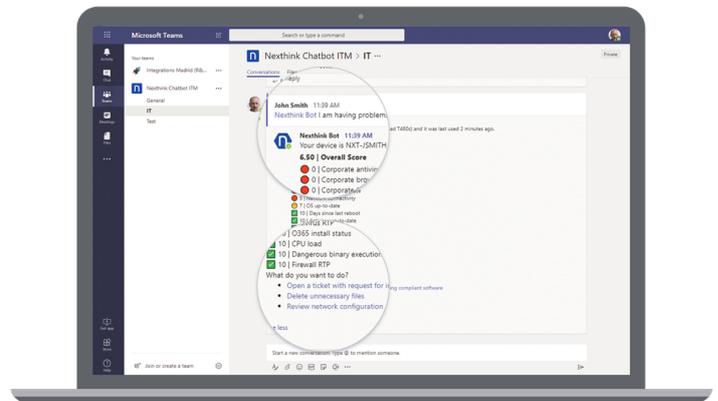
Provide greater context to support cases impacting employees

Give chatbots instant access to endpoint intelligence, enabling them to retrieve the correct data to solve specific issues. This minimizes the amount of information the employee must provide, resulting in a more streamlined experience and improved satisfaction.

## Greater Intelligence

Simplify automatic diagnosis with key infrastructure and device data

By providing activity data about user devices and the overall IT infrastructure, Nextthink enables an increased resolution rate with in-context diagnoses. The chatbot can then identify issues and suggest a range of different solutions to the user.



## Increased Speed

Remediate issues in a matter of minutes without straining your workforce

Nextthink intelligence supplies contextualized data which empowers chatbots to take direct and automated action to solve issues, providing employees with on-demand IT support to remediate their problems, 24/7.

### LEARN MORE

The Nextthink platform enables enterprise IT to measure, monitor and improve Digital Employee Experience. It drives the collection and aggregation of real-time data from all of your endpoints, facilitates automated remediation and provides high-level metrics for instant visibility and continuous improvement. Learn more and schedule a demo at [www.nextthink.com](http://www.nextthink.com).