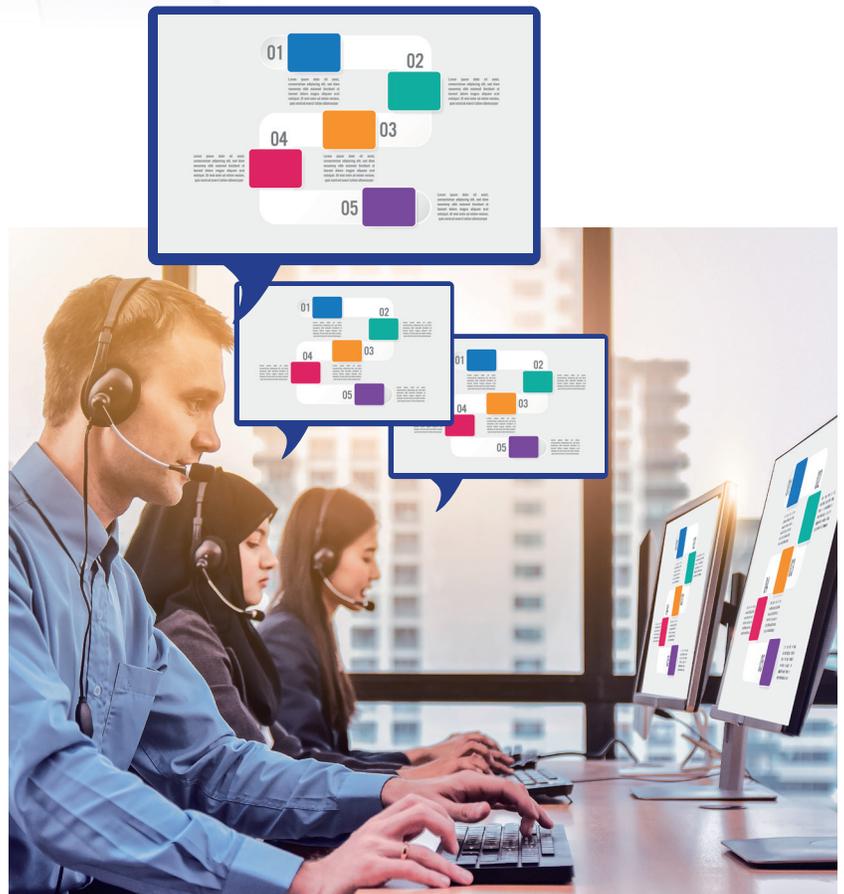


Applying ARTIFICIAL INTELLIGENCE to SERVICE DESK

How to get the most out of available information on interactions with users?

How to minimize the learning curve for new service center agents?

How to improve effectiveness when assigning requests to the appropriate department?



Here at Sigma we offer products that can be applied to Service Desks and Help Desks and which are geared toward **helping support teams work smarter and more effectively** by drawing on available data via cutting-edge Artificial Intelligence technology.





SigmaBI is a tool that enables automated classification of the Help Desk service’s incoming issues using text from descriptions by users or agents, or taken from other available alphanumeric fields: point of origin, dates, number of affected users, etc.

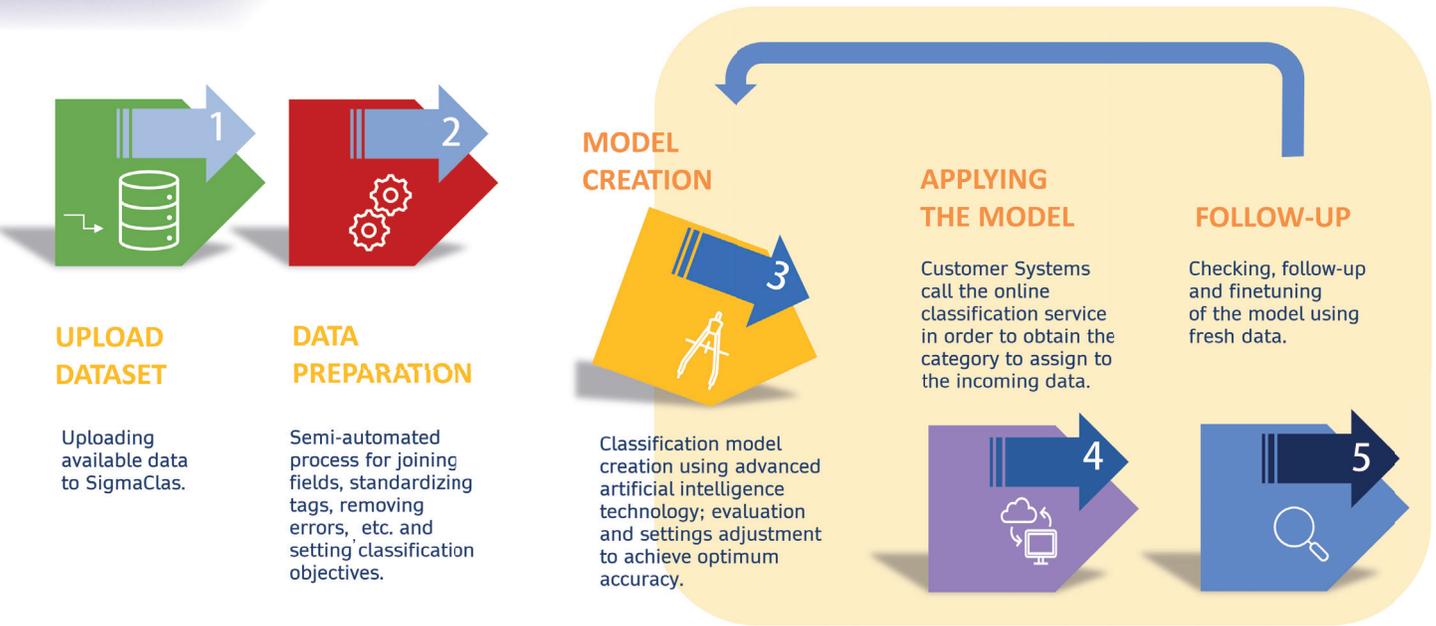
Models created in SigmaBI enable extremely reliable issue type prediction at the flick of a switch, and possible categories include a number of lower-level descriptions, the degree of priority, and the support group to which the issue type belongs.

OUTCOMES



Where do we get models, and how are they applied?

All you need to create a basic model is a spreadsheet exported from your Service Desk tool with descriptions already classified by agents or Sigma’s expert annotators. Once this data has been adequately processed, it can be used to train the necessary classifiers and deploy these to an API which can be integrated into customers’ systems.



Models are updated at intervals depending on changes in the data, enabling improved prediction capability and necessary adjustments for the domain.

SigmaBI may be installed on customer servers or called from a private cloud-based environment. Sigma is committed to information security and privacy, which is why we are 100% GDPR compliant and ISO27001 certified.

Get in touch with Sigma if you would like to equip your Service Desk teams with advanced tools which can be integrated seamlessly with your processes in order to improve KPIs, and we will study your case to find the solution that best fits your needs.

