![Wolken logo] SIMPLE. SCALABLE. SECURE.

The Wolken Bulletin

QUARTERLY NEWSLETTER OF WOLKEN

1 Wolken's ITSM - An introduction

Preetham HR,VP & Head Of Products, Wolken software shares an excellent primer on Wolken's approach to ITSM, which is focused on making sure its customers can deliver excellent service.

2 Key ITSM & Bot Trends for 2023

This article provides an overview of the latest trends in IT service management (ITSM) and bots for the year 2023.

3 Wolken Webinar Recap - Impact of IVA Tools on ITSM Practitioners

Our webinar had an interesting panel of speakers. We discussed how the introduction of (IVAs) has affected the way that ITSM practitioners can perform their jobs. From identifying new ways to automate processes to streamline their communication with customers.

4 More Wolken for you

This section includes everything from our club activities to free-spirited matches between Wolkenites. A glimpse of our lively Independence Day celebration at work! You will find it all here.

Information Technology Service Management (ITSM)

Wolken's IT Service Management allows you to stay on top of business functions by modernizing the way you manage and deliver services to your users through a single cloud platform.

- AI-enabled processes improve product transparency, response times, and agent efficiencies.
- With our Change Request Management Solution, you can embrace constant evolution. Wolken allows for quick and easy changes to your IT framework.
- Take control of your IT service structure by gaining a comprehensive view of your configuration item customers and the IT team to communicate with each other and manage the incidents and service requests raised with the help of a user-friendly and quick-to-set-up model. The following characteristics define Wolken ITSM:

- Architecture
- Flexibility
- Scalability
- Security

Incident Management

An incident is raised whenever an unexpected interruption to the IT service is disturbing the user's activity. An incident occurs due to network issues or improper functioning of an asset.

Incidents can be created by connecting monitoring tools; email alerts raised are converted to incidents; or an end user can manually raise an incident. When an incident is reported, it is assigned to a specific team based on its priority and category. If an incident is classified as a priority P1 or a major incident, it is assigned to the major incident management group.

Major Incident Management:

When a major incident is recorded, it is assigned to the major incident management (MIM) group. An incident may be promoted or demoted by the MIM group, and when promoted, an incident alert is generated. An incident may be assigned to a group member or transferred to another MIM group within the organization by the MIM group.

Notifications:

When a case is created, updated, or resolved, automated email notifications are sent. By alerting clients or agents when a case is generated or assigned, sending a progress email when the case is updated, and sending a case resolved/closure email when a case is closed by an agent, these notifications serve an essential purpose. Throughout the whole case lifecycle, emails are delivered as notifications.

Integrations:

Wolken ServiceDesk provides a suite of third-party integrations that can be assimilated with your existing app deck flawlessly.

On-call Schedule:

The on-call schedule supports pledging reliability to clients and users. The team is required to rotate scheduled shift work among the agents to maintain the application's availability; hence, they are placed on an "on-call rotation." Based on the incident's priority and the business service it belongs to, the raised incident is allocated to an agent. The assigned agent working that shift is in charge of resolving the incident and, if required, escalating the request to another team if they are unable to do so.

The incident is automatically escalated to the next line, such as the manager, if the response or resolution is delayed. There is always someone available to discover solutions to the requests made, and the SLA breach is minimized.

Walk-Up experience:

The Wolken's Walk-up Experience enables you to establish and oversee an on-site assistance channel where inquiries and problems are handled by knowledgeable representatives, whether locally, remotely, or both.

As software-powered services expand, IT service teams enable employees and teams to produce value faster. Wolken's ITSM emphasizes cooperation, usability, and faster value delivery.

Key ITSM & Bot Trends for 2023

Automation, chatbots, and AI technologies have emerged as common trends for IT service management organizations to put greater emphasis on. Automation processes are expected to be top of the pile of technologies to be implemented by businesses by the end of next-year. Top ITSM trends for 2023 include:

- Next level of automation: Involving an orchestrated use of advanced technologies, platforms or tools, including ML and AI, hyper automation will become common in the domain of ITSM. Top performing automation teams prioritize speeding up of business processes, improving the quality of work, and boosting the agility of decision-making. NLP can be an example of the use of hyper automation.
- Greater prominence of AI: In the coming years, AI is expected to play a major role in anomaly detection and forecast, service delivery, bots or assistants, as well as peer grouping and entity behavior analytics.
- Distributed enterprise models will be used more widely: Many teams managed to work together in hybrid and remote workspaces during the Covid-19 pandemic, and this trend is likely to continue. Implementing a distributed work model will allow companies to reduce expenses. As per Gartner, 75% of the organizations exploiting the distributed enterprise benefits shall realize revenue growth 25% faster than competitors by 2023.
- Organizations will focus on employee experience (EX): ITSM plays a vital role in EX. In the future, business leaders are expected to equip their teams with the right tools to provide an improved experience.
- Data fabric will be used for analysis: Data fabric is an amalgamation of data management practices. It ensures that companies shall have a unified environment that enables users to access data whenever needed, in a regulated manner.

Top Bot trends for 2023 include:

- Voice-assistants will go mainstream: Voice-enabled bots have been proven to be quite helpful in many situations, and therefore are rapidly gaining hype. More businesses are likely to implement voice-enabled bots for their business, as many mobile devices shall accommodate chatbots by 2023.
- AI enabled chatbots will become more intelligent: AI algorithms in chatbots help in detecting patterns and learning strategies to achieve goals that are customer centric.
- AI bot shall have access to expansive knowledge, and would gain the ability to understand the requirements of the customers based on their interactions with brands.
- Chatbots shall facilitate business processes: As chatbots become smarter and deliver personalized experiences, they would be able to drive more business operations.
- Chatbots will automate payments: Companies can now deploy a bot with data security and information protection with the payment infrastructure to automate simple payments
- Chatbots will equip enterprises internally: AI powered chatbots would deliver high value by streamlining the internal workflows of a company, no matter its size. A variety of chatbot variants would be available to meet distinctive business needs.
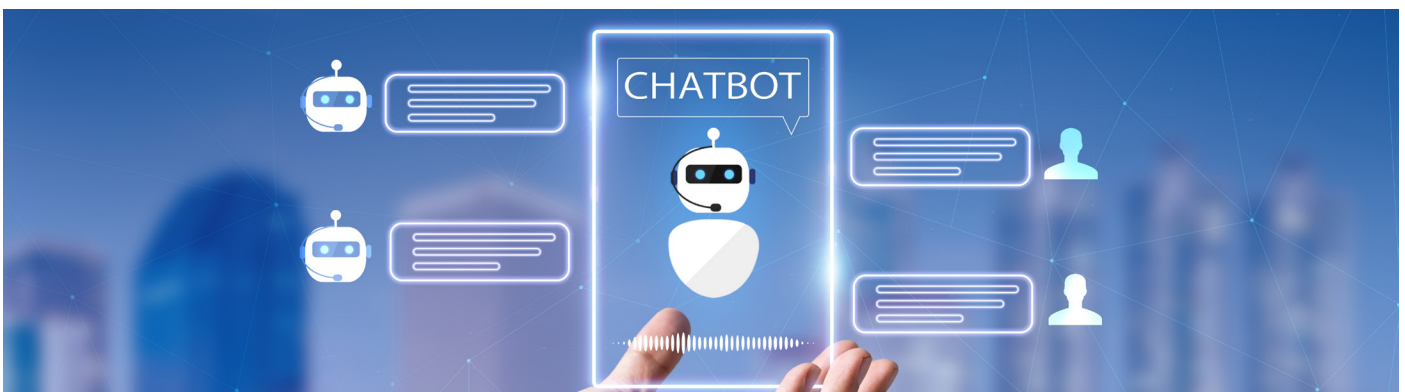
Wolken Webinar Summary - Impact of IVA Tools on ITSM Practitioners

We, at Wolken Software recently hosted an informative and insightful webinar on the

"Impact of IVA tools on ITSM Practitioners. Akriti Kapoor, Head of Global Marketing and Communication at Wolken helmed the entire event. We had some outstanding speakers and industry leaders participating in the webinar who articulated the impact of IVA tools on the ITSM practitioners:

George Spalding – Executive Vice President, Pink Elephant

Preetham H R – Head of Products, Wolken Software

Raj Tumuluri – CEO, Openstream.

This is our second webinar in association with Pink Elephant and the first speaker,

George Spalding, the execututive VP at Pink Elephant is the co-author of ITILV3

Continuous Service Improvement Core volume. George has spent 3 decades helping people from 30 countries in five continents in simplifying complex topics and acquiring new capabilities. Due to his experience and in-depth knowledge of the

industry, he is a sought-after speaker and consultant trainer. George spoke mainly about the impact of IVA tools on ITSM practitioners.

He spoke about how technology can be leveraged to manage the varied customer requests and issues. He opined that automation of customer issue fixes can managem the growing number of customer requests as the systems became more complex.

He talked about how Pink Elephant's centralized data collection service desk allowed them to collect valuable data that can help generate automatic issue fixes.

Mr Preetham has vast experience in building enterprise software and has worked with several startups in the areas of product strategy, design, development and delivery of software products. Preetham introduced the listeners to our very own ITSM tool and talked about open software that has been implemented successfully in fortune 500 companies. Preetham walked the listeners through our ITSM solution and explained how end-users

can perform incident management through their system. He explained the CMDB module that can maintain all assets and customer information, how users can discover the information from it via the auto discovery tool and insert into their company database.

He elaborated on the capabilities of the solution to manage omni-channel integration. He pointed out that their comprehensive knowledge base module from which users can access SOPS and articles through automatic suggestions. He explained how their ITSM solution can handle complex service requests and problem tickets effectively. He also talked about the role of voice recognition and virtual assistants in increasing business productivity.

Mr. Raj Tumuluri is a pioneer in the conversational industry with 25 years of experience in building context aware mobile and multimodal technology. He is the CEO of Openstream AI since its inception and spoke about its advanced features. He has co-authored several international standards at the world web con-

sortium and reference books. Mr Tumuluri introduced the Openstream.ai BOT EVA to the audience.

During his session, Raj explained the key features of the Openstream AI ITSM software. He spoke about how it supports multi-model interaction, speech and facial recognition. He explained the role of virtual assistants to leverage the human interaction experience in customer support. He enliste the features of the knowledge builder component and its ability to automatically classify documents, extract entities, and provide answers to complex customer questions. He gave a demo of how a user can open a ticket via a virtual assistant and find answers via knowledge-based semantic search.

The webinar concluded with a question/answer session between the participants and a quick recap on the relevant points by George Spalding. Akriti concluded the webinar by thanking all the speakers and expressing interest to host more webinars in the future from our team at Wolken.

More Wolken

We are thrilled to share this behind-the-scenes look into the world of Wolken with you! Here's a recap of our club activities over the past few months. From auctions and cricket matches, we have got something for everyone.

More Wolken

Our company celebrated the spirit of Independence all week long, with the teams enthusiastically participating in various competitions and dressing in the colors of our tricolor.