Service Quality Wizard

Espressive Barista, our AI-based virtual support agent, utilizes the Service Quality Wizard to check the status of over 2,500 SaaS applications in real-time as well as determine the health of on-premise applications and endpoints to identify the root cause of an employee reported hardware or software issue.

Minimize the Cost of Outages and Enhance Productivity

Espressive was first to deliver a no-code AI-based virtual agent platform that can connect to any application both in the cloud and on-premises. With the Espressive Integration Designer™, a key module in the Barista Control Center™, Espressive customers and partners are able to integrate Barista with multiple tools—in the cloud or on-premises—concurrently and in real-time to autonomously identify and resolve higher level issues while presenting a holistic experience to employees.

Leveraging the Integration Designer, our Service Quality Wizard automates and executes complex runbooks to immediately determine root cause of reported hardware and software issues before executing complex runbooks. This streamlines the support process and improves employee productivity and satisfaction.

The Service Quality Wizard can then execute following capabilities in real-time:

VALIDATION OF OVER 2,500 SAAS APPLICATIONS AND GROWING. When employees report connectivity or performance related challenges to SaaS applications, Barista automatically determines whether the issue is related to an outage, performance issue, or planned downtime. Barista then informs employees of known application issues while notifying the service desk to ensure agents avoid doing any form of unnecessary troubleshooting.

VERIFICATION OF AVAILABILITY OF ON-PREMISES APPLICATIONS. Global enterprises have a mix of SaaS and on-premises applications, and the ability to validate and report on both is required.

IDENTIFICATION AND RESOLUTION OF LOCAL DEVICE ISSUES. Barista integrates with DEX tools to determine whether issues are local to an employee's device or home network. When that is the case, Barista can autonomously remediate the issue rather than creating a ticket and engaging an expensive IT resource.

The Service Quality Wizard not only improves both agent and employee productivity, it can also save organizations significant cost related to downtime. With Barista, organizations can identify and resolve potential outages faster than relying on analytics. Further, by automating the work service desk agents perform during outages, such as filing parent and child tickets, organizations no longer need to divert significant resources from addressing other employee issues.

Service Quality Wizard Flow
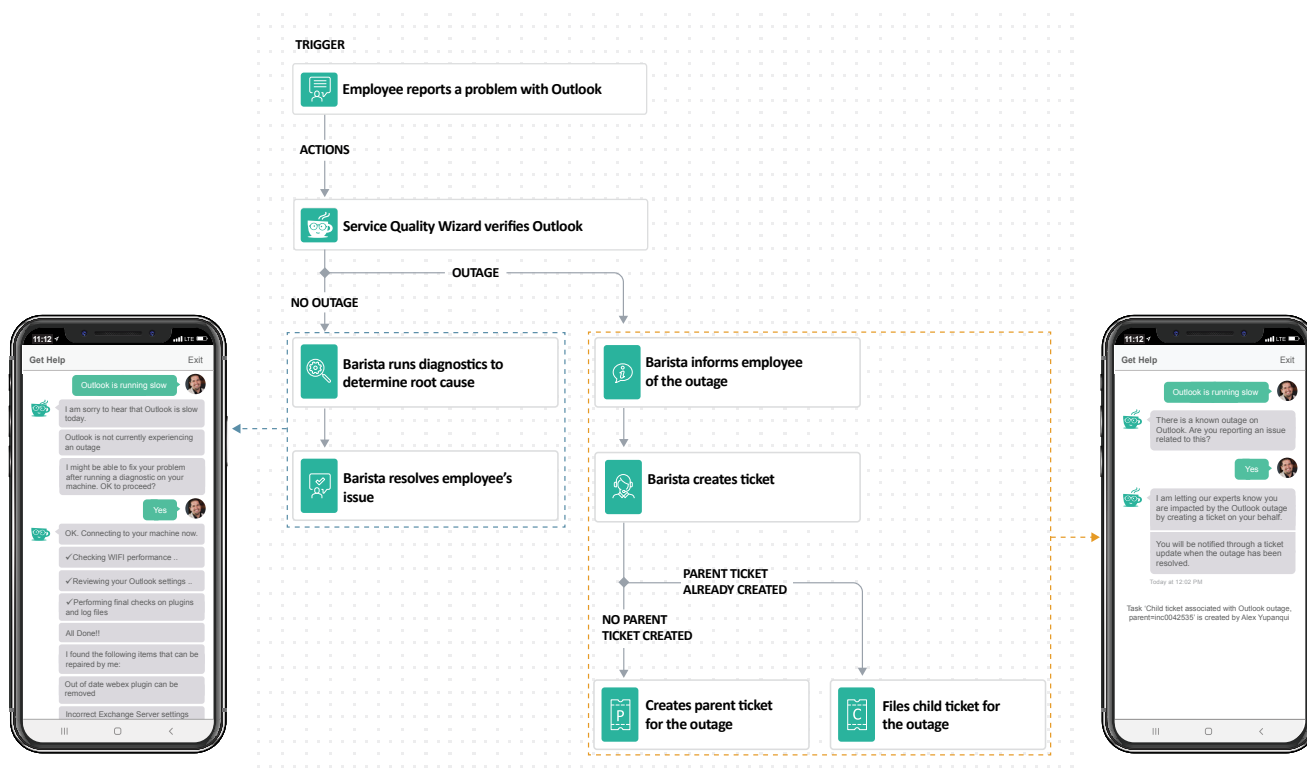
Don't Let Outages Monopolize Your Service Desk

When outages occur, service desks often experience a flurry of calls and tickets. This monopolizes service desk agents time, as they need to determine if issues are due to a software application or local to an employee's device or home network.

By combining the Service Quality Wizard with Barista Announcements, Barista can reduce the number of repetitive tickets related to an outage. Barista Announcements is a feature within Barista that enables the service desk to alert targeted users of important information. For instance, once an employee reports an issue with a software application, the Service Quality Wizard can determine in real-time if that application is due to an outage. If it is, Barista will send a ticket to inform the service desk and agents can then use Barista Announcements to alert other employees that might be affected by the outage. With more employees aware of the outage, less repetitive calls and tickets are made to the service desk.

Barista Announcements can be scheduled for a set period of time and targeted to employee's based on their location or job role. Agents can send announcements in a variety of ways, including through email, SMS, web app, or through Barista on Microsoft Teams, Slack, or other collaboration tools. And Barista Announcements can be utilized to alert employees of import information beyond software outages, such as new policies or when open enrollments begins.