

Espressive Barista, AI-Based Virtual Support Agent

Automate your help desk, reduce your IT budget, and keep your workforce productive

For years help desk agents have been monopolized by employees asking the same questions over and over again. When that happens, it negatively impacts budget, mean time to repair (MTTR), and workforce productivity, plus the most strategic initiatives don't get the attention they deserve. While that has been an ongoing issue, help desk automation might not have been on your priority list.

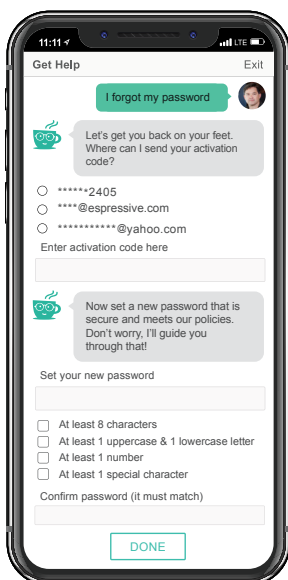
When COVID-19 work from home mandates hit, however, everything changed. Overnight, IT leaders saw call volumes rise 150% or more with employee hold times nearing two hours. HR and Facilities leaders are facing similar issues as we move into the new normal with a hybrid of work from home and work at the office. It has quickly become evident that help desk automation is an imperative for business continuity planning, budget preservation, and improved workforce productivity—even in normal times.

Espressive Barista Changes Everything

Espressive Barista, our AI-based virtual support agent (VSA), solves that problem. Barista brings the ease of consumer virtual assistants, such as Amazon Alexa and Google Home, into the workplace giving employees the kind of self-service experience that they have come to expect from their consumer lives. Barista automates resolution of employee questions, issues, and requests with personalized experiences that result in employee adoption of 80 to 85% and reduced help desk call volume of 50 to 70%.

Barista also scales to meet the most demanding increases in call volume, enabling you to support your workforce through any crisis situation. And Barista can easily handle the work done by an outsourced Tier 1 team, saving you valuable budget dollars while keeping your workforce productive.

- Billions of phrases understood day one
- Advanced NLP delivers highest accuracy
- FAQ management that is easy and intuitive
- Omni-channel accessibility drives adoption
- Scales for the most demanding environments
- Integrates with ITSM tools including [ServiceNow](#), [Cherwell](#), [Ivanti](#), [Zendesk](#), and [Jira Service Management](#), as well as [Barista Case Management](#)



Employees Become More Productive

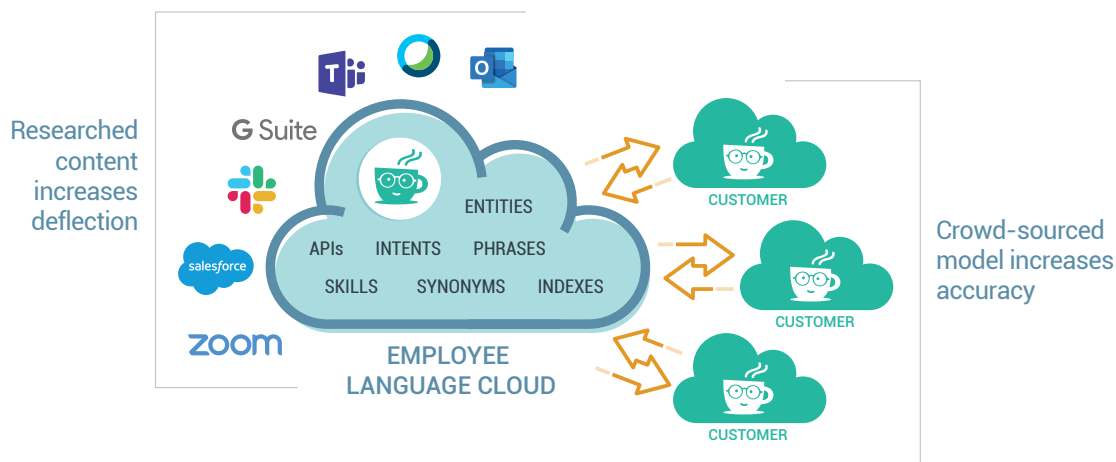
Employees adopt Barista because Barista gives them immediate answers that are personalized to their job role, location, and even the equipment that they use. And Barista goes way beyond that to walk employees through experience-based workflows, like how to reset a password—because not every question has a basic answer. If Barista doesn't have an answer, a ticket is automatically generated and routed to the appropriate service team, providing a seamless handoff from Barista to agent. This gives employees time back in the day, making them more productive and increasing their job satisfaction.

Help Desk Agents Add More Strategic Value

When organizations add Barista as a virtual help desk team member, Barista answers the repetitive questions that frustrate your help desk agents. This is important because agent attrition rates are at an astonishing 41% according to the Help Desk Institute (HDI). This means by the time your team members understand your environment, they are moving onto their next opportunity. HDI also states that attrition rates are lower in environments that deliver a great work experience. When customers add Barista as a virtual team member, your help desk agents focus their time on projects that add more strategic value to the organization—causing them to feel valued.

Barista Employee Language Cloud—Fast Time To Value

The **Barista Employee Language Cloud** is the “secret sauce” that enables Barista to understand the language of employees with a high degree of accuracy from day one, bridging the gap between AI and the semantics of human language. The Employee Language Cloud comes with billions of phrases understood, and the number grows daily through a crowd-sourced architecture, which enables Barista to learn through every employee interaction. The Employee Language Cloud also includes researched responses for common applications (e.g., Office 365, Google Suite, Zoom, WebEx and others), while providing customers with the ability to easily add and edit their own content, so time to value is extremely fast. With the Barista Employee Language Cloud, there is no need to hire a data science team or computational linguists to build your own tool from scratch, enabling the fastest deployment on the market without hiring expensive AI talent.



Equally as important, Barista includes a natural language processing (NLP) engine built on a unique architecture, maximizing the ability to understand what employees are saying without requiring them to carry a decoder ring. Barista is also multilingual and supports Czech, English, French, German, Italian, Japanese, Simplified Chinese, and Spanish, with more languages coming soon.

In addition to understanding employee language, answering questions, and submitting tickets, Barista delivers true conversational AI. That means that Barista engages with employee to gain clarity when a question is too vague. Plus, Barista is able to walk employees through troubleshooting issues and can then execute resolution workflows.



FAQ Management Tool—Keep Up With Change In Real Time

The **FAQ Management Tool**, available with Barista, is the only conversational AI platform that enables subject matter experts (SMEs) to easily create, edit, or retire content. It is an industry-first technology that is intuitive and easy to use, enabling customers to control their own destiny. SMEs simply type in a sample phrase within the tool, and then are guided through the appropriate steps. Responses can be made specific to job role, location, and more, which is critically important in cases like pandemics, when policies are changing daily and are specific to city, state/province, and country.

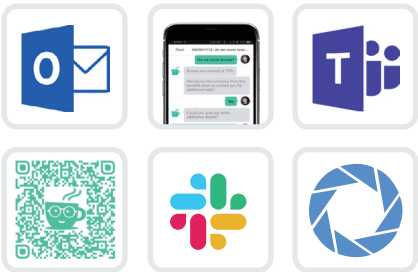
Because Barista content updates can be completed in minutes by non-technical staff, organizations save countless hours and significant cost from highly skilled developers, data scientists, and computational linguists. And because it is so easy to use, SMEs can implement critical content updates in the timeframe they are required. Whether new tools, new processes, or new benefits, you can keep up in real time.

Have Your Own Knowledge Articles? Barista Handles Those Too

For organizations that have a strong knowledge management practice in place, Barista will use and improve upon the work that you have already done. Barista uses a machine learning model to immediately learn all of your knowledge articles and map them to the Employee Language Cloud. By doing that, articles can be matched to employee questions, even if the articles use different terminology from what employees asked.

In the past, your employees likely accessed your knowledge articles through a portal which used keyword search, so they were presented with a long list of possibilities in response to a single question. That meant employees had to search the list to try to find the article that might contain the right answer—which was both frustrating and counterproductive.

Barista solves the accuracy issue by building a language model from your content and extending that with the expanded vocabulary of the Employee Language Cloud. This means that Barista analyzes the meaning of the entire phrase, not just the keywords, which delivers a more accurate result. In addition, Barista monitors for any changes to knowledge articles and will update the model instantly if a change is noted. That way you don't need to update content in two places.



Omni-channel Accessibility

Employees have been using email and calling the help desk for years. Old habits are hard to break, and if you want to change established behavior you need a comprehensive omni-channel strategy. Omni-channel means Barista can be accessed on any desktop or mobile device, deflecting employee issues across a number of different interfaces including email, phone, service portal widget, collaboration tools (e.g., Slack, Microsoft Teams), web, and native apps. Employees can even launch Barista interactions by scanning a QR code.

Barista also integrates with interactive voice response (IVR) systems, so customers can offer Barista as an option to employees who call the help desk when placed on hold. Employees receive answers in three seconds instead of waiting minutes to hours on hold, resulting in higher productivity and less downtime. The IVR system can simply link to the Barista Get Help interface or to specific Barista workflows (e.g., password reset or VPN access). [Learn more.](#)

Enterprise Use Cases

There are a multitude of use cases for Barista workflow-based experiences for service teams across the entire enterprise. It's important to identify the use cases that will make the most impact from the start—both in terms of employee adoption and in terms of ROI. While many customers start with a single department such as IT or HR, they quickly add Facilities and more to ensure that employees have one place to go to answer all of their workplace questions.



IT Use Cases

- Workforce productivity
- 24x7 coverage for work from home
- Password reset
- Laptop refresh
- Software provisioning
- Application Migration
- Email list management

[Learn more](#)



HR Use Cases

- Employee wellness
- Onboarding
- Vacation requests
- Open enrollment FAQs
- Provider requests
- Life moments help
- Benefit Inquiries

[Learn more](#)



Facilities Use Cases

- Facilitating back to work policies
- Conference room issues
- Ergonomic evaluations
- Campus directions
- Order furniture

Barista Conversational Surveys—Improve Productivity During Change

Barista Conversational Surveys are the first AI-based surveys designed to inform decision making while triggering actions in real time. These interactive surveys are often deployed to get an ongoing pulse of employee sentiment related to any type of change. Whether deploying new technology or making decisions related to bringing employees back to work after a crisis, Barista Conversational Surveys help ensure your employees will be happy and productive while you save valuable budget dollars with data driven decisions. [View a demo of Barista Conversational Surveys.](#)

Enterprise Ready—Why Barista Is Crucial For The New Normal

The need for organizations to respond and adapt quickly to keep employees safe and productive during times of change has become an imperative. When preparing for the new normal post COVID-19, traditional ways of getting employees the answers they need will no longer work. Full workforce productivity can only be achieved through help desk automation.

Barista is enterprise ready, with both scalability and security built in from the start. To achieve true enterprise scalability, Barista leverages an elastic architecture, which allows Barista to instantly provision resources as user activity increases, and then remove resources when they are no longer required. This means the user experience will be quick and responsive. Since resources are scaled down when not required, customers enjoy the economic benefits of efficiency without having to pay for dedicated resources they seldom need.



To meet customers security requirements, Barista is also SOC 2 certified. SOC 2 is designed for any service provider who stores customer data in the cloud, requiring them to follow strict security policies and procedures to ensure the security and confidentiality of any customer data. Our SOC 2 compliance guarantees we follow the correct processes to prevent data leaks, giving you peace of mind.

Barista Adoption Campaign—Helping Your Employees Fall In Love

We have heard from many CIOs that it takes a minimum of 30 days for employees to try a new technology. Mainstream adoption takes even longer. With that in mind, you need to kickstart adoption with a communication plan to inform your employees about Barista. But who has time to design both the plan and the deliverables that go along with it? The good news is that when you become an Espresso customer, we partner with you to create an awesome campaign that will get your employees motivated to give Barista a try.

We offer a number of options and then customize them to match your organization's culture and communication style. If your workforce is predominantly working from home, don't be concerned. We know how to launch a digital campaign that will get their attention. We are committed to your success in every way, and helping your employees fall in love is one of our favorite things to do.



ESPRESSO is the pioneer in automating digital workplace assistance, redefining how employees get help by delivering exceptional employee experiences. Barista, our VSA, takes on the role of the service agent, bringing the best of human experience with the best of artificial intelligence. Barista automates resolution of employee questions with personalized experiences that result in employee adoption of 80 to 85% and reduced help desk call volume of 50 to 70% . Visit us at [Espressive.com](https://www.espressive.com) to learn more and [request a demo](#).