

PULSE REPORT FOR IT SERVICE MANAGEMENT

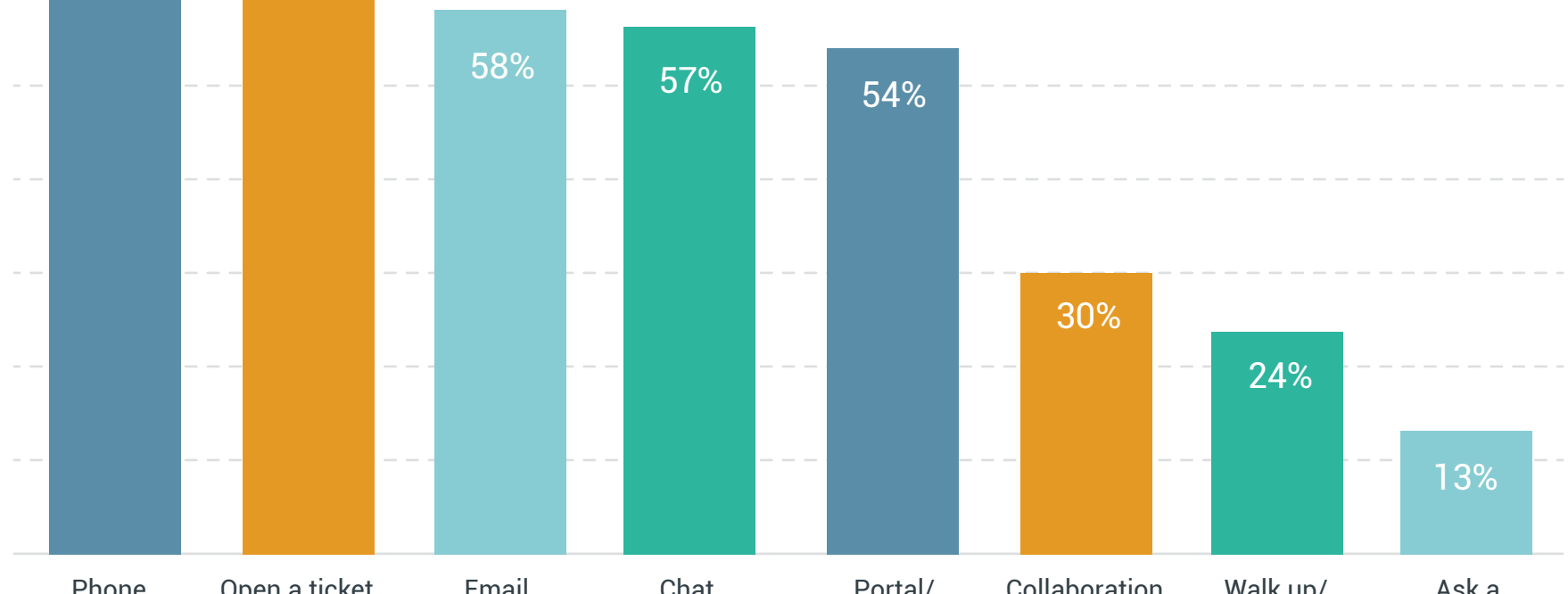
Virtual Support Agent Strategies for Today's Hybrid Workforce

COVID-19 mandates caused IT teams to support remote employees almost overnight. While most hoped this would be temporary, we will have a hybrid workforce moving forward into the future. This puts an increased demand on IT help desk teams as they support both onsite and remote employees 24/7. With the new reality of a hybrid workforce, what are IT leaders doing to improve the way they support both remote and onsite employees?

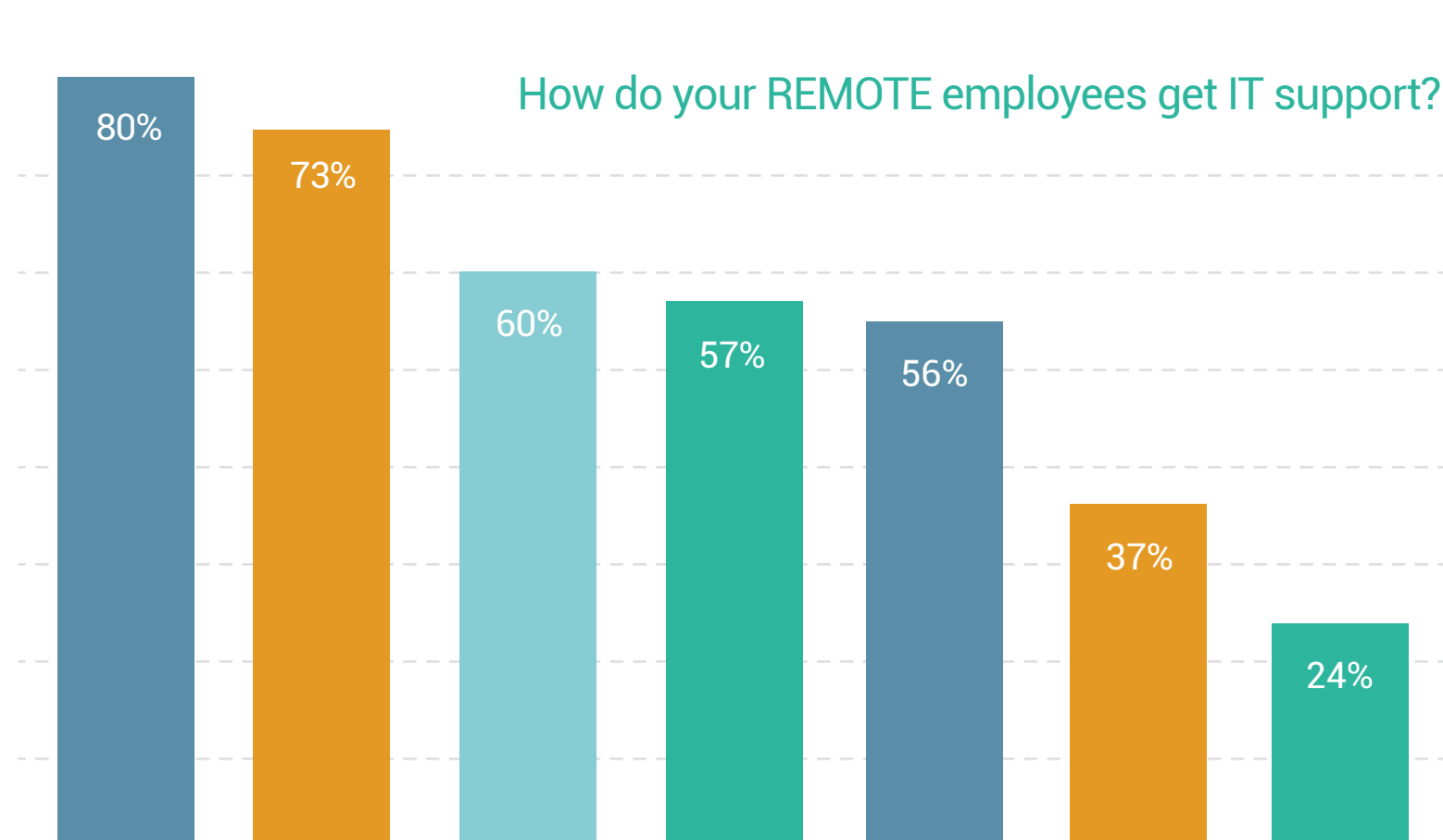
Gatepoint Research and Espressive surveyed senior decision makers across a broad range of industries to understand how IT has responded to supporting a hybrid workforce and what challenges they are facing.

Although we are in the second year of Covid, most IT leaders have not redesigned employee support for a hybrid world.

74% of respondents say that onsite employees are most likely to pick up the phone to get IT support, demonstrating that they are still relying on outdated tools.



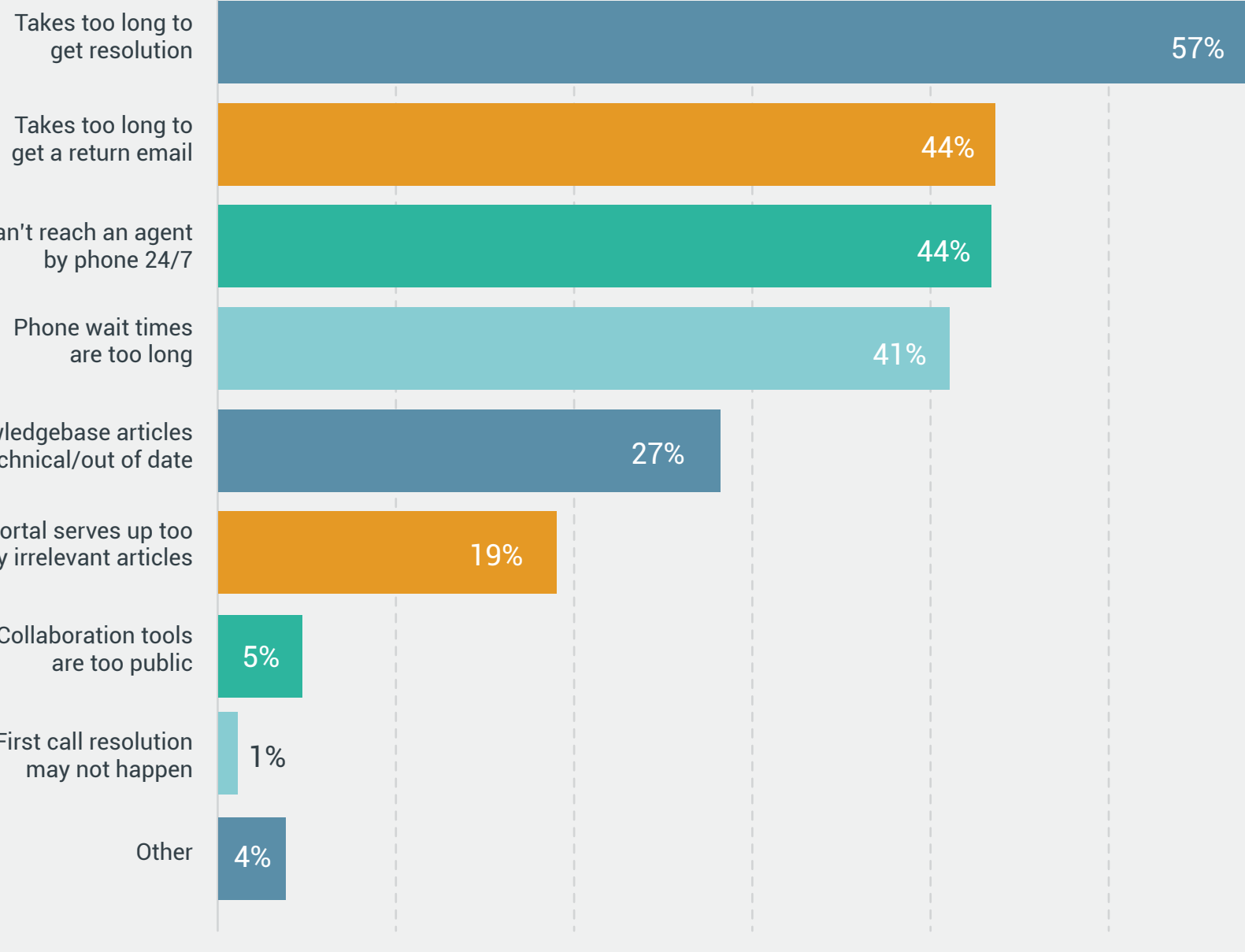
While the use of collaboration tools rose from 30 to 37% for remote employees, picking up the phone also rose from 74 to 80%. Remote employees have not been given the tools required to get the help they need when they need it.



The impact of not automating the resolution of IT questions and issues is being realized in lost productivity and diminished employee satisfaction.

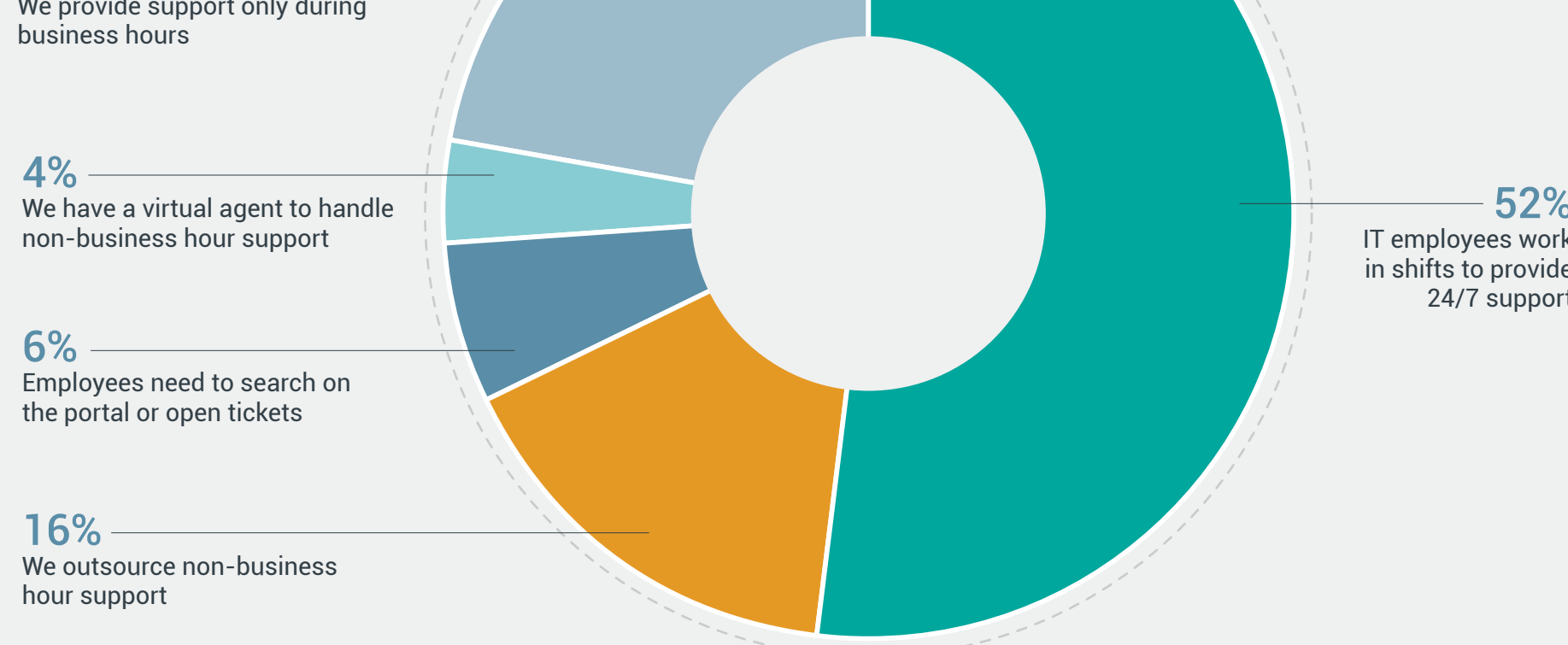
57% of respondents say that it takes too long to get resolution; and it takes too long to get a return email, can't reach an agent by phone 24/7, and long phone wait times were all noted by over 40%.

What are some of the biggest complaints you hear from remote employees?



22% of organizations do not provide support outside of business hours although remote employees work 24/7. Another 68% hire more people (internally or externally) to accommodate it. Only 4% state they have implemented automation via a virtual agent for non-business hours.

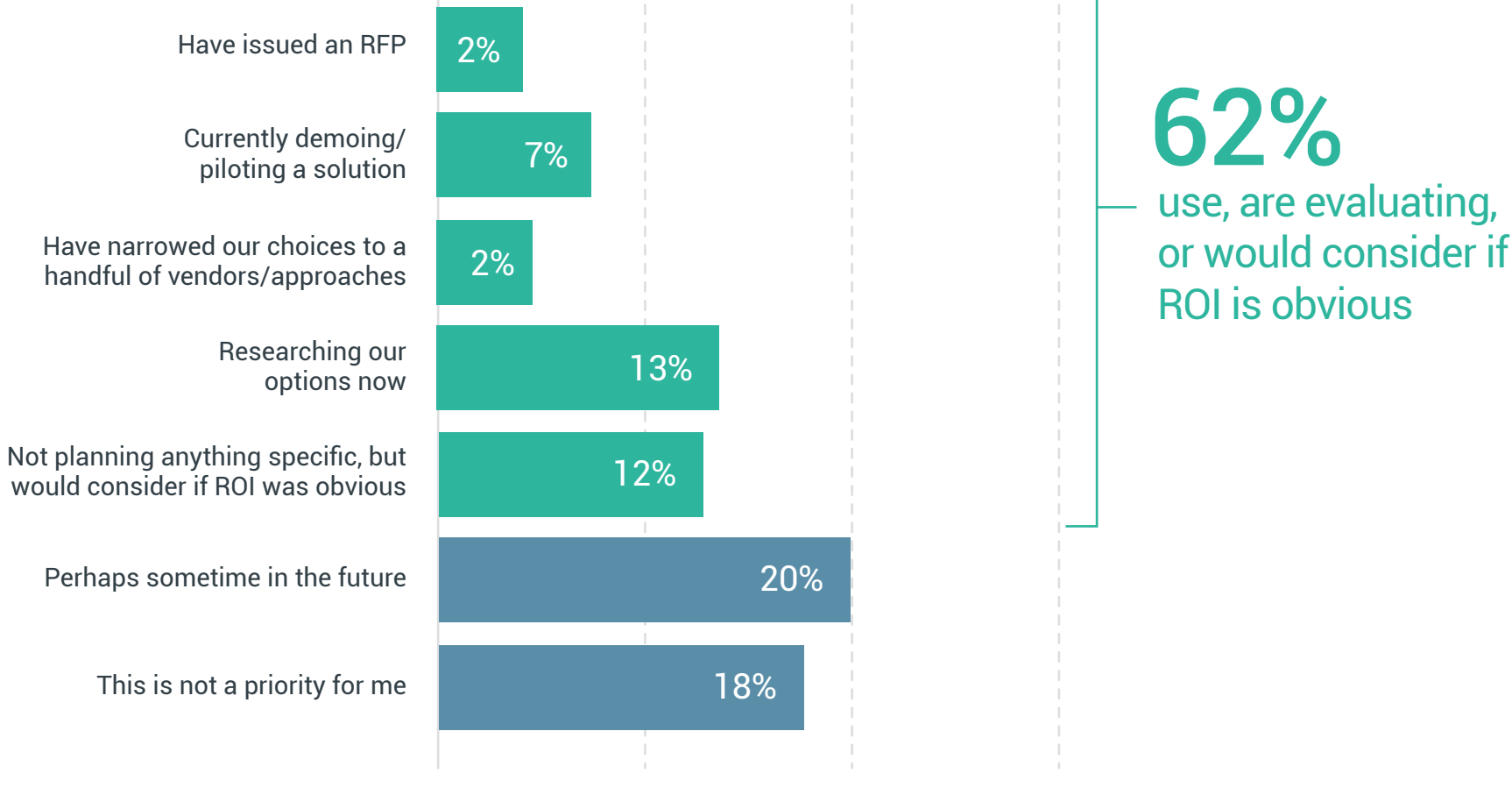
How are you providing 24/7 support?



Despite the need for automation for employee self help, the percent of organizations with virtual agent strategies and initiatives is low.

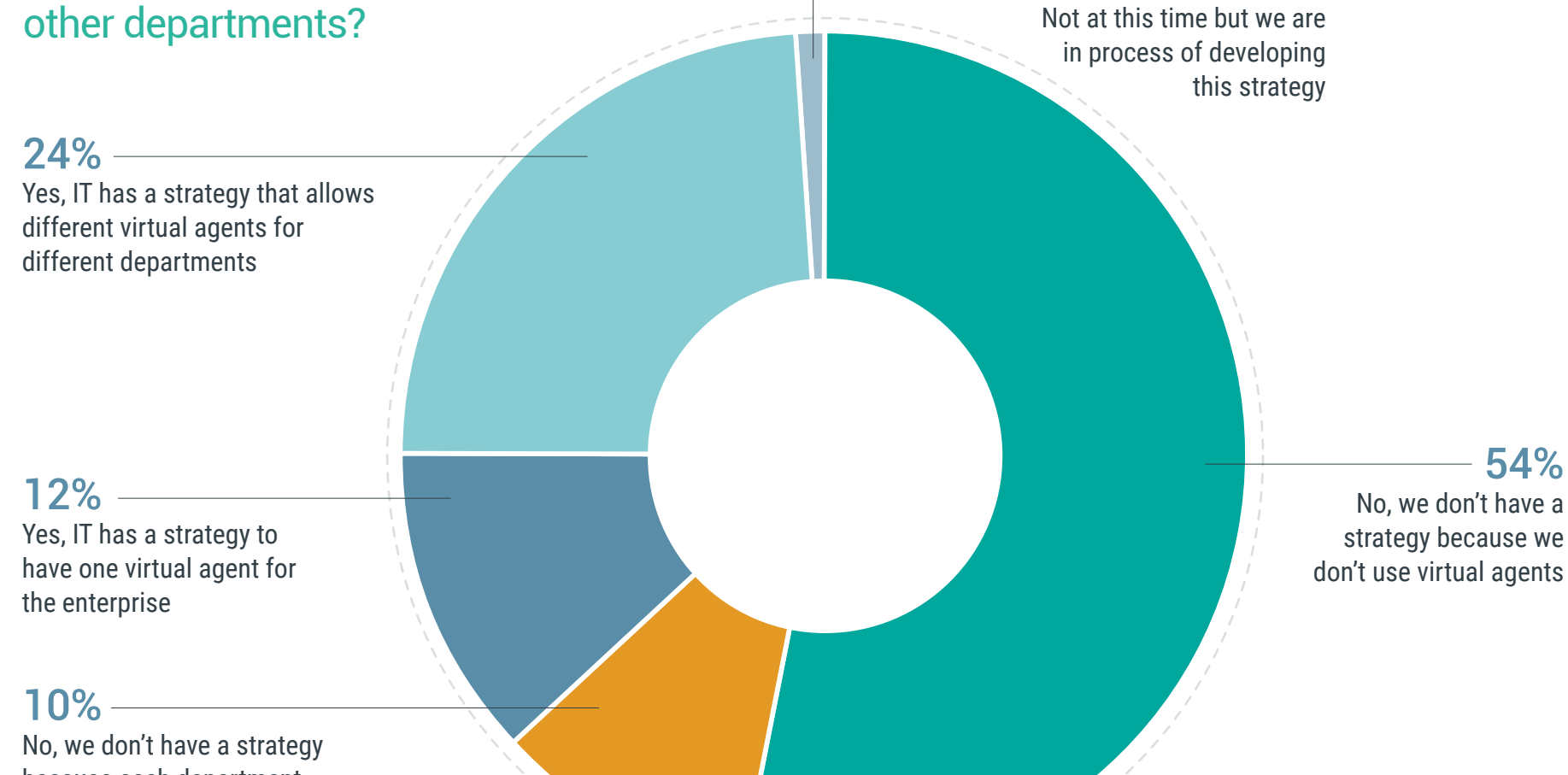
26% of respondents already use a virtual agent, and another 24% are researching or beyond. 38% do not consider this a priority.

Where are you in terms of adding a virtual agent to your ITSM tools?



53% do not have a strategy for virtual agents, which leaves those organizations exposed to the possibility of a myriad of chatbot solutions to support with a difficult employee experience trying to navigate them.

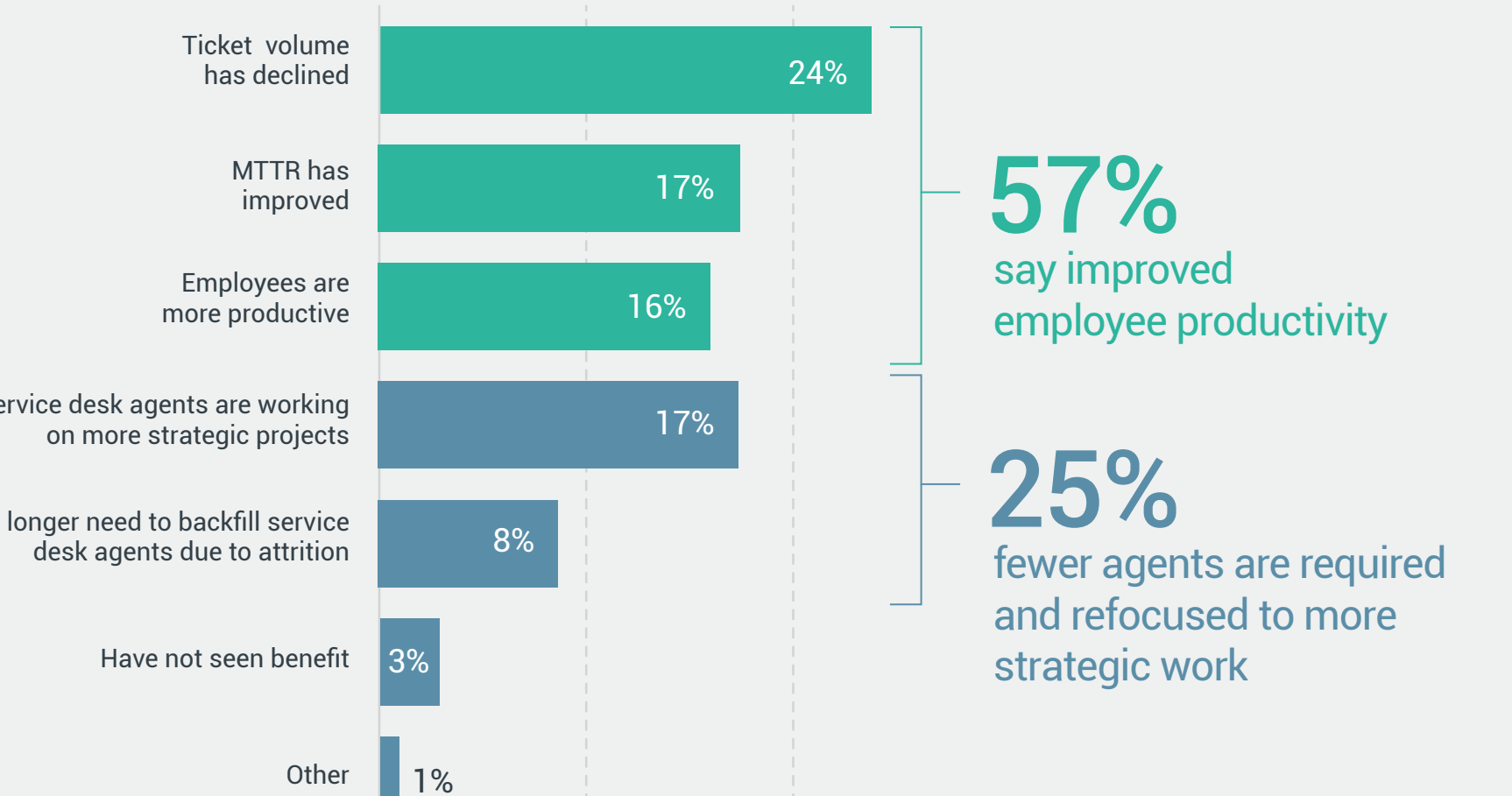
Does IT have a strategy for virtual agents/chatbots used by other departments?



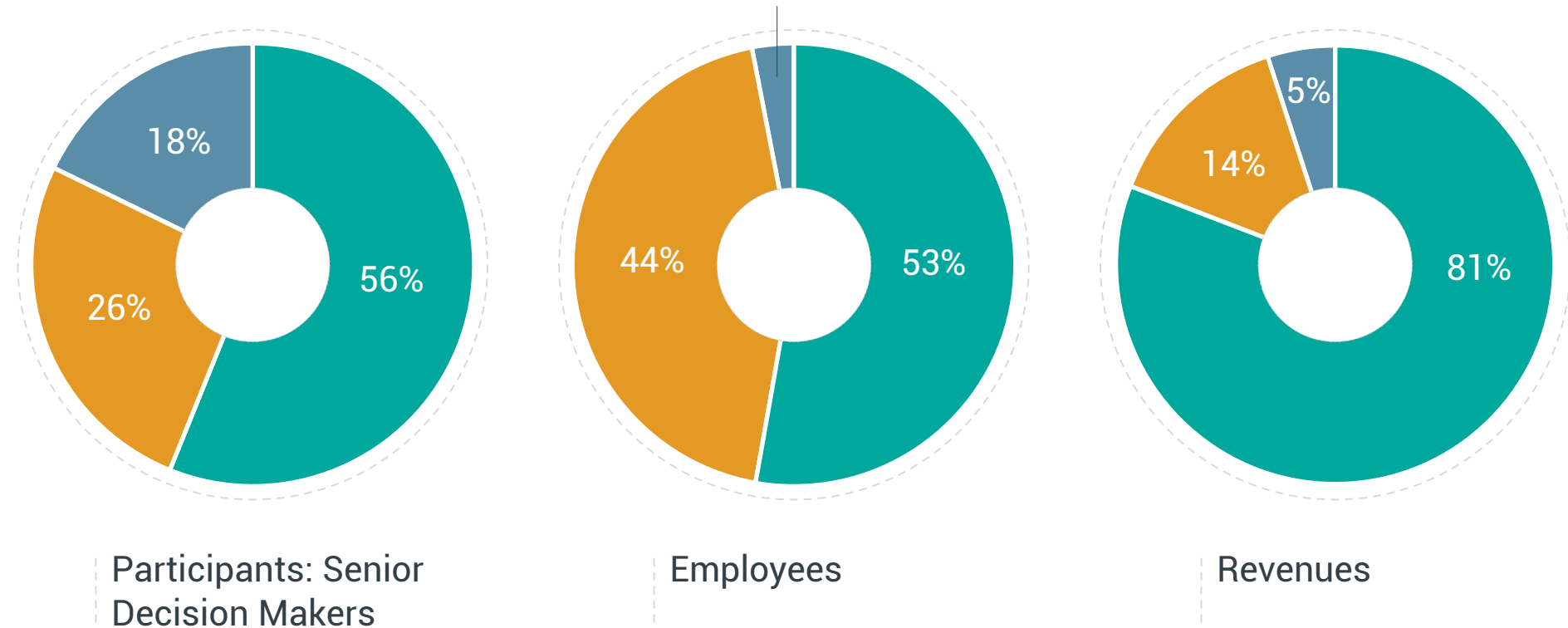
There are significant benefits, however, being realized by enterprises that have automated employee self help with a virtual agent.

57% of respondents cite improved employee productivity, and 25% cite that fewer agents are required so they can refocus agents to more strategic work.

If you are using a virtual agent today, what are the benefits you have gained?



Respondent Breakdown



Data collection: November and December 2021
 Respondents: 116 ITSM decision makers