



Bring AI-Powered IT Support to Slack in 5 Minutes!

Lower support costs, improve agent productivity and employee engagement with HappyFox Assist AI.





In this quick guide, you'll learn:

- ☆ What are some common IT Service Desk challenges that stifle the user experience?
- ☆ How can Artificial Intelligence help tackle these inefficiencies to streamline IT support processes?
- ☆ How to have speedier and more efficient IT Support with Assist AI?
- ☆ How you can deploy Assist AI in under 5 minutes



Common Challenges with IT Support

Studies have shown that almost 60% of the IT tickets received are usually repetitive. With a severe lack of user adoption of self-service portals, IT Support agents can take an average of 2.5 days to resolve a ticket. The need for faster and more efficient resolution has never been greater.

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80% of employees don't go-to knowledge base portals for self-service

With a pandemic like the one we're in now, companies drive their employees to leverage Slack for collaboration. While Slack has proved useful in bringing people together, a lot more can be accomplished by combining and harnessing this communication platform's power and Artificial Intelligence.



How is Artificial Intelligence Transforming IT Support?



I lost my employee ID card

Request type: HR



I am due for a laptop upgrade

Request type: Hardware



How do I connect to the printer?

Request type: Hardware



I want to download my salary paystubs

Request type: HR



I want to have longer zoom meetings



How is Artificial Intelligence Transforming IT Support?

With the demand for self-service in the industry ever-present, Artificial Intelligence can help promote that culture. In collaboration with your traditional systems, AI can deflect the majority of repetitive and low priority issues. While traditional solutions such as adopting a Help Desk system can bring order to the chaos, using AI can free up your IT support employees from routine tier-1 support. With Natural Language Processing (NLP), machines can converse with humans in natural language, allowing live human agents to focus on bigger and more complex issues.

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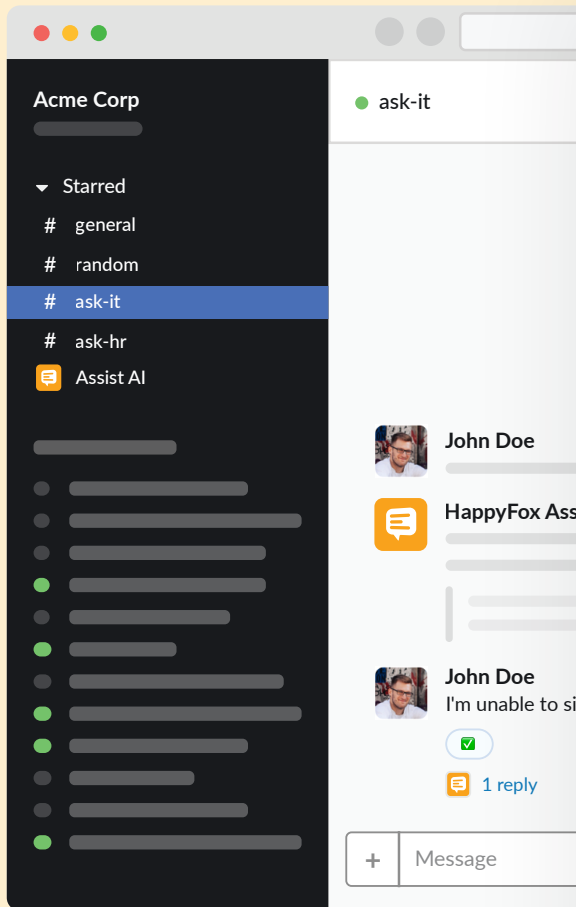
77% of consumers report having used a self-service portal

Source: **Microsoft**

Another important element of AI, Machine Learning, allows these ‘machines’ to constantly learn and improve with constant feedback from end-users interactions.



Assist AI for your IT Support Teams



Thread

#ask-it



John Doe

I want to reset my password

1 reply



HappyFox Assist AI APP

Do any of these answer your question?

Changing password for another..

Changing your Okta password

Reset your Okta MFA

Changing password for another app in Okta

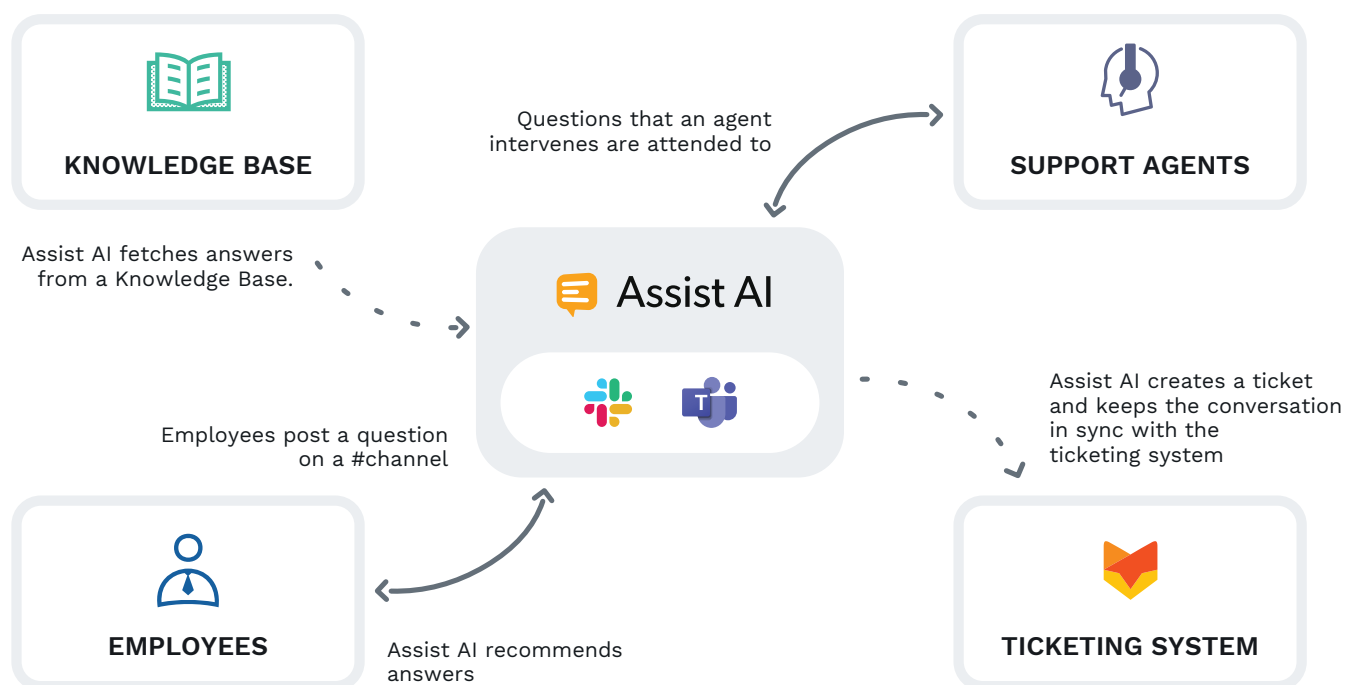
To change your password for a specific application, hover your mouse over the app's icon. Click the gear to go to settings, which should open a menu that gives you the option to change your password for that specific application.

Would you like more suggestions in a week or so?

This was helpful

This was not helpful

This was not relevant





Assist AI for your IT Support Teams

To make customer support convenient for agents and employees alike, HappyFox introduces Assist AI. Assist AI is a conversational ticketing solution that combines Slack and AI to empower your employees with self-service, reduce ticket volume, increase agent productivity and employee engagement.

Complementing an internal Help Desk or a Service Desk, Assist AI automatically handles repetitive questions in Slack and fetches answers/articles from a knowledge base, thereby reducing human intervention. In addition to that, the IT agents can also respond to and resolve tickets within Slack or Teams. This means no more ad-hoc direct messaging IT agents or running to their desks.

Backed by Artificial Intelligence, the tools are also constantly evolving. The more the adoption and end-user interaction, the better the tool becomes in answering questions and significantly improving ticket deflection.

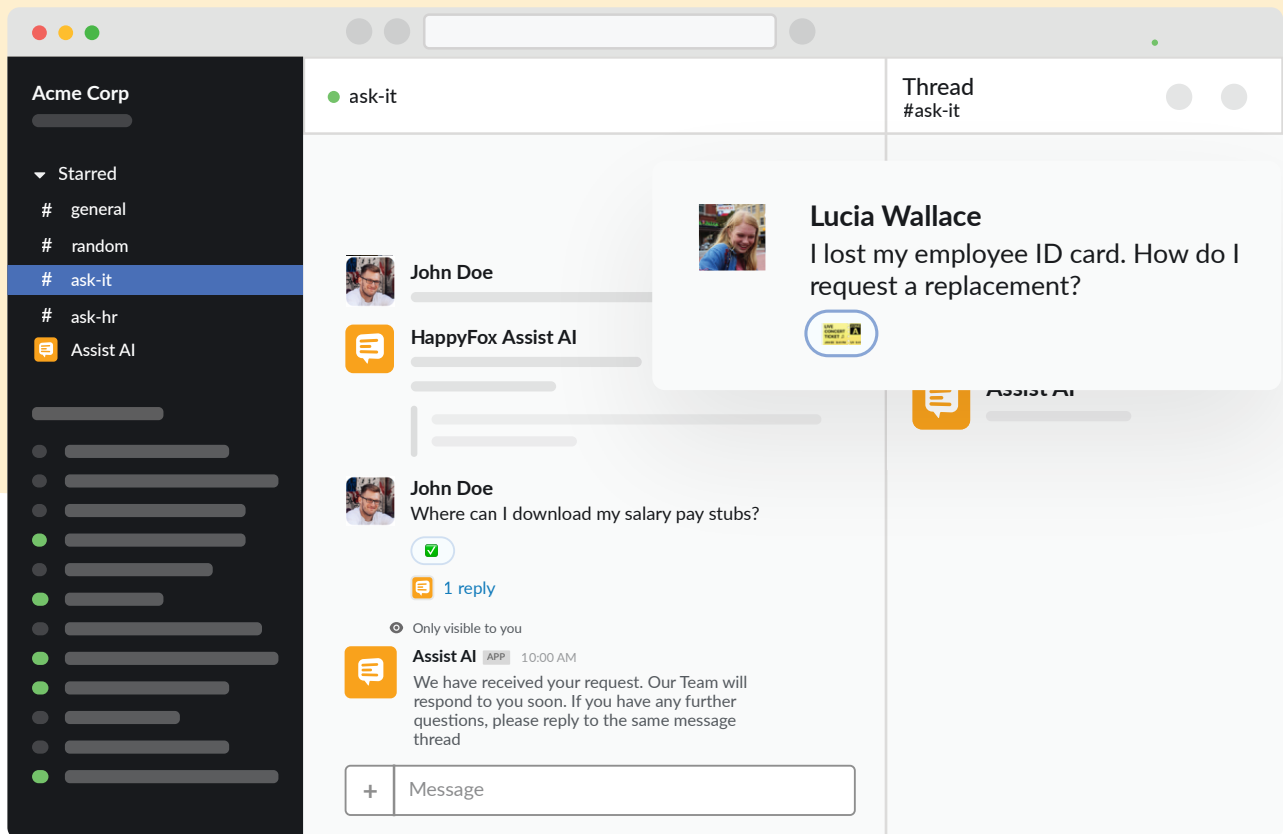
All of the conversations and agent escalation between Assist AI, support agents, and end-users on Slack/Teams are in sync with the ticketing platform for an audit trail. This means seamless reporting.



happyfoxassistAI

Automate IT Support with Assist AI for Slack & Teams

[GET A DEMO](#)



Bring Assist AI to Slack in 5 Minutes!

Leveraging Assist AI within your Slack account is as easy as ABC. Let us see how you can get up and running with Assist AI in 5 easy steps!

- ☆ Sign up for HappyFox Assist AI
- ☆ Connect your Ticketing System
- ☆ Set up Support Channels in Slack
- ☆ Learn from Internal Knowledge Base Sources
- ☆ Onboard your Organization



Sign up for HappyFox Assist AI

The first step to propelling agent productivity using Slack is to sign up for Assist AI for your organization. Signing up for Assist AI from Slack marketplace is quick and easy. Our product specialists understand common customer issues and business use cases very well and can help you get started in minutes.



Connect your Ticketing System

To take your Slack and Assist AI connection to the next level, ensure that it is integrated with your Ticketing system and/or Knowledge Base. By integrating it with your Help Desk or Service desk, Assist AI automatically starts creating a ticket for each message thread with a complete record of all human and bot interactions. Additionally, with this integration, system admins and key stakeholders can make use of thorough audit log functionality to dive deeper into the business processes and analyze gaps.



Set up Support Channels in Slack

With a brand new Assist AI app, the next step is to set up a Slack channel. Admins can either create one from scratch or use older ones. Slack channels are where the real actions happen. It is a designated place where your employees post their questions, and the Assist AI provides resolutions to them quickly and efficiently.



Learn from Internal Knowledge Base Sources

Assist AI puts the power in admins' hands by giving them access to immediately 'train' or populate predictable frequently asked questions with the right content. Ephemeral questions like "What are the Wifi credentials?" now do not need any human intervention. The content added here will be considered as the main knowledge source for Assist AI, along with your currently connected Knowledge Base.

Additionally, Assist AI is backed with mighty AI models that collect employee feedback upon every customer interaction and uses Machine Learning for pattern recognition to give even more accurate information the next time around.



Onboard your Organization

Once you have your admins trained for Assist AI, this is the last step. There are two ways to get help in Assist AI - using a Channel or DMs. For the channel-based approach, onboard your employees by inviting them and the Assist AI app to the necessary channel. Users can create a new ticket from within Slack by adding emojis or a combination of messages. Your users can also seek help from the Assist AI by sending a 'New Request' in a direct message.

With these capabilities, you promote a culture of self-service and encourage them to adhere to business practices instead of email messaging for the smallest issues or ad-hoc DMs to the IT support team members.



Automate your IT Support with Assist AI

With 77% of CIOs putting Digital Transformation on their biggest budget priority of 2021, not adopting AI to streamline IT support processes can be detrimental to your business's growth. Since Assist AI is powered with advanced Artificial Intelligence capabilities, your digital helper is constantly evolving to provide nothing less than exceptional service. Talk to us today to see how you can empower your agents to deliver great customer service consistently.



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