The Future of Service Desk

And its ride on Automation

Impressions

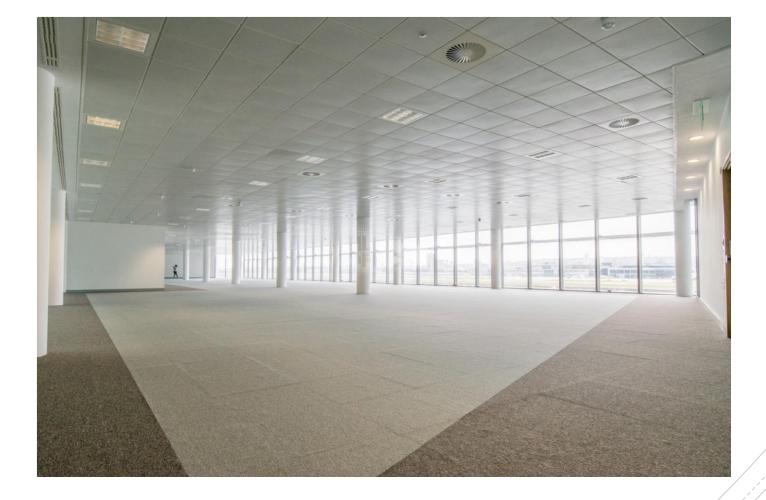
Sensitivity: Internal & Restricted

Let me start by asking

How do you see your Service Desk in next 5 to 10 years?



Like this!



Let me explain why....

Sensitivity: Internal & Restricted

IT is Transforming

IT is becoming a commodity

- Like the "As a Service" model
- Like Apple and Samsung
- Like Cloud Google, AWS, Azure, etc
- Like VDI interfaces
- Like BYOD
- Like Microsoft Onedrive and Google Drive

Focus to move to Humanless Transformation

Automations and Bot journey – Where we are today –

- Endpoint Analytics and Resolution
- CHAT BOT
- Alexa and Google Home based solutions
- Classifier Bot
- Automated Call Backs
- IVR Based Routing
- IVR Based CSAT
- VIP Apps
- Alert Manager Auto-converts emails to tickets
- Automated Password Resets
- Smart walk-in center
- Yammer is the new Social Service Desk

Where does it take us?

- Problem Elimination Why call the Service Desk?
- Central control/switch to fix problems
- No repair environment Replace is the new fix
- Plug and Play devices
- Hosted Apps
- Move from resolution-based to experience-based service

Does this kill the Service Desk?

- No, but Service Desk is taken to a new height in the value chain
- Service Desk does End to End ticket management under SIAM
- Service Desk persona-based skill mapping of end user portfolio to receive service
- Service Desk to observe ticket behavior
- Service Desk to optimize ticket routing to right resolver
- Service Desk metrics to be
 - Ticket Hops <3</p>
 - Ticket Backlog <5% as average and <2% as best in class</p>
 - CSAT on End User behavior

Welcome to the Future – All is possible today!

Thank you

Sensitivity: Internal & Restricted