

The Future of Service Desk

And its ride on Automation

Impressions

Let me start by asking

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



Like this!



Let me explain why....

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
 - Ticket Backlog <5% as average and <2% as best in class
 - CSAT on End User behavior

Welcome to the
Future – All is
possible today!

Thank you