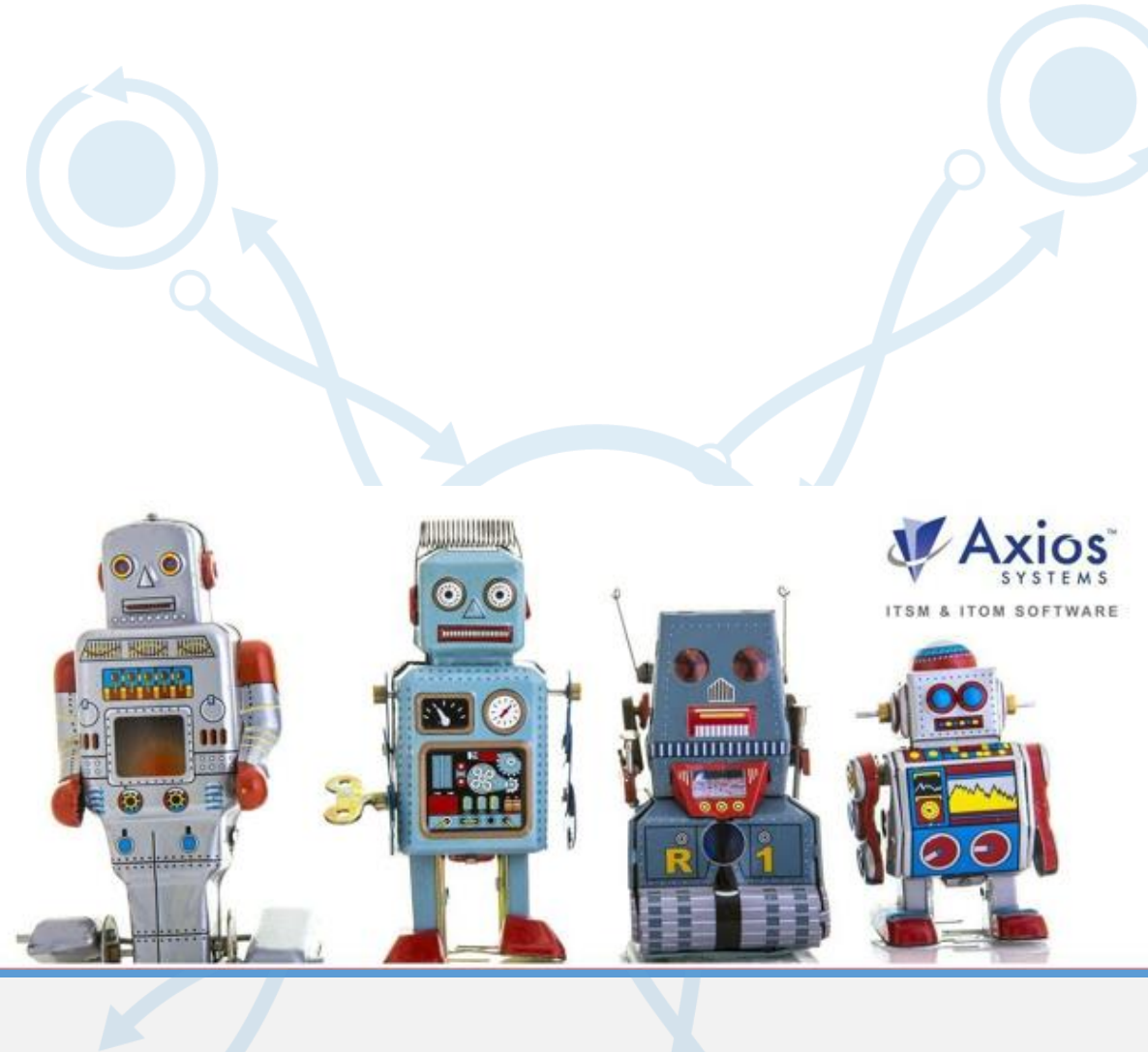


Axios Systems assyst 11.2 Walkthrough AI Chat Bots

Craig Whytock
Solutions Consultant

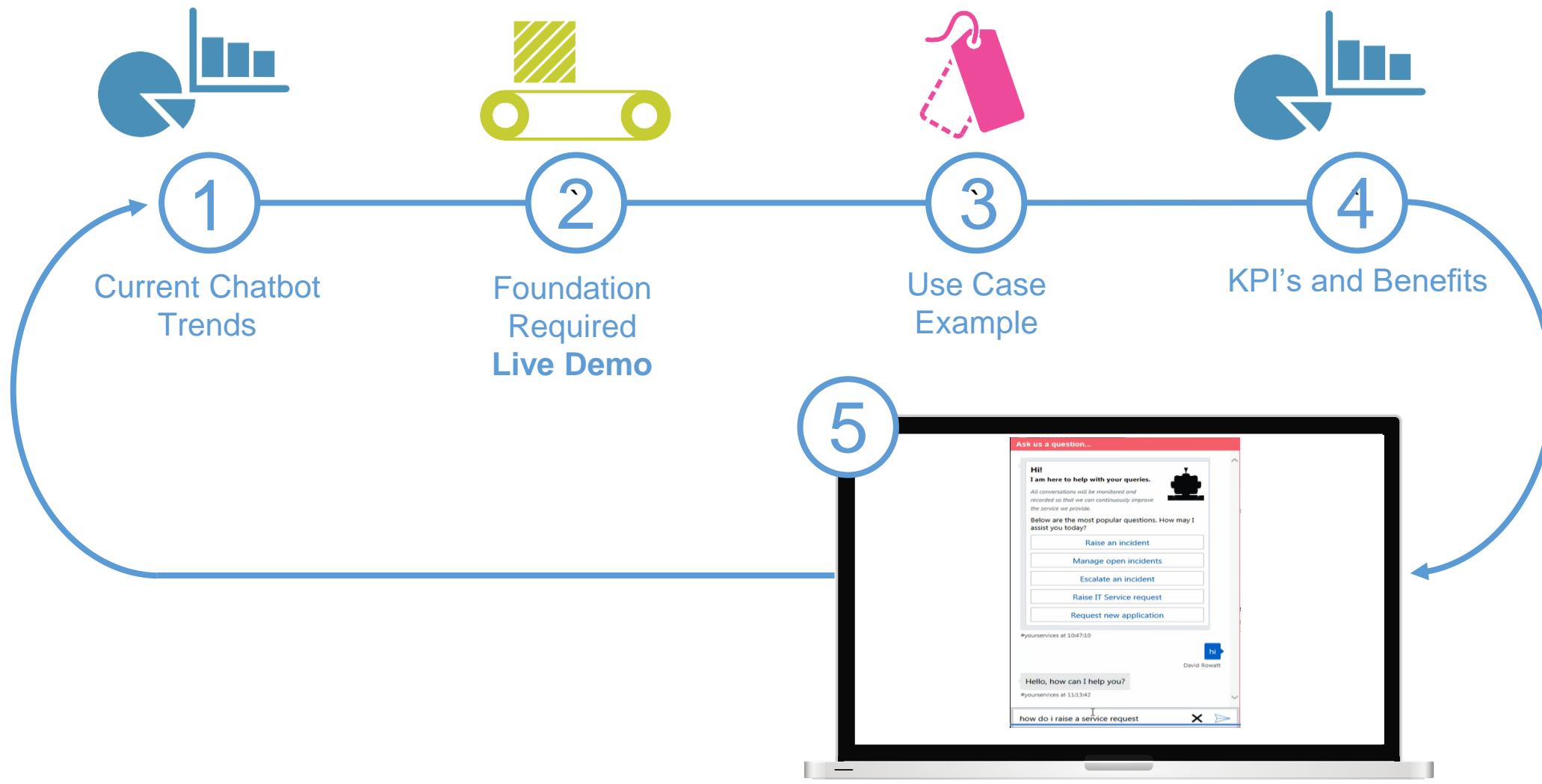








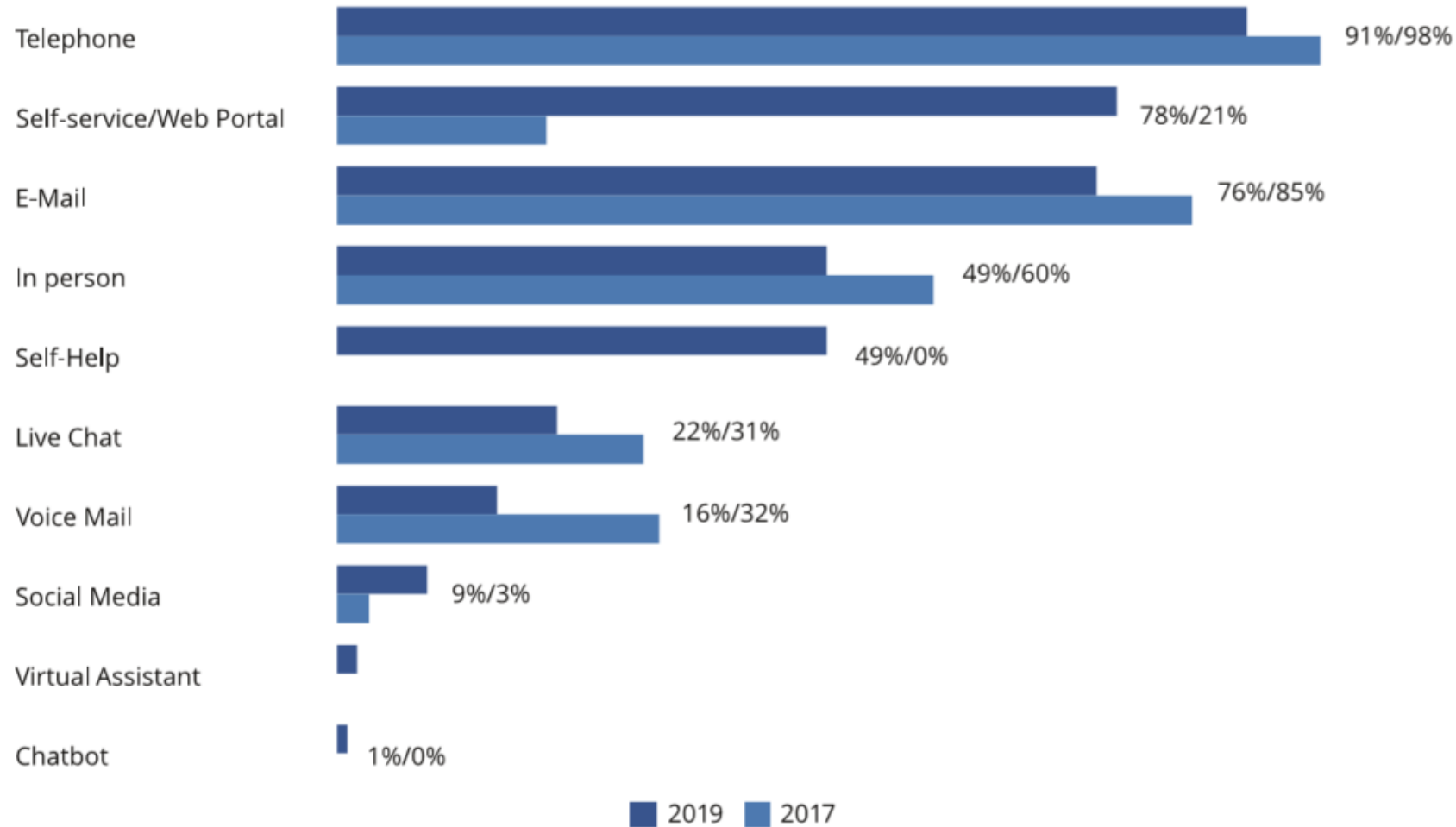
Journey



How many are using a Chat Bot/Virtual Agent
in your current ITSM Self-Service portal?



SDI Members Report 2020



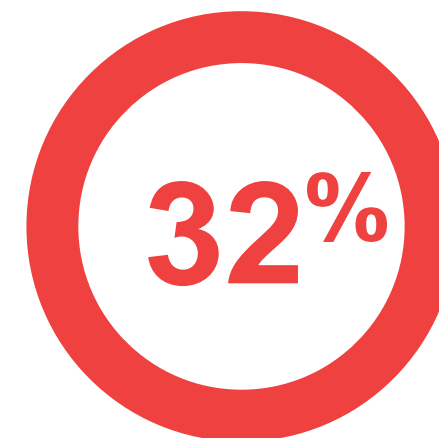
AI Chatbots Trends



Chatbot Support Channel



Failure Prediction

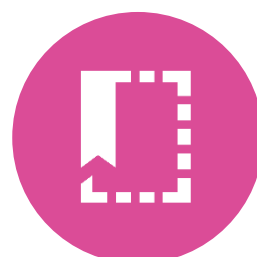


Increase in IT Spend



Interaction Vs Resource

Remedial Action



KB Vacuum



Target Simple Issues and Requests

Integrated Knowledge Base



AI Chat Resolution

Where do we start?



“We see our customers as invited guests to a party, and we are the hosts. It’s our job every day to make every important aspect of the customer experience a little bit better.”

Jeff Bezos, **CEO of Amazon**



“You’ve got to start with the customer experience and work back toward the technology, not the other way around.”

Steve Jobs, business magnate and **Apple’s co-founder**



“Innovation needs to be part of your culture. Customers are transforming faster than we are, and if we don’t catch up, we’re in trouble.”

Ian Schafer, **founder of Deep Focus** (a global marketing agency)




assyst 11.2 Walkthrough Live Demo

Craig Whytock
Solutions Consultant



From data to bot in minutes...

 This site uses cookies for analytics, personalized content and ads. By continuing to browse this site, you agree to this use.

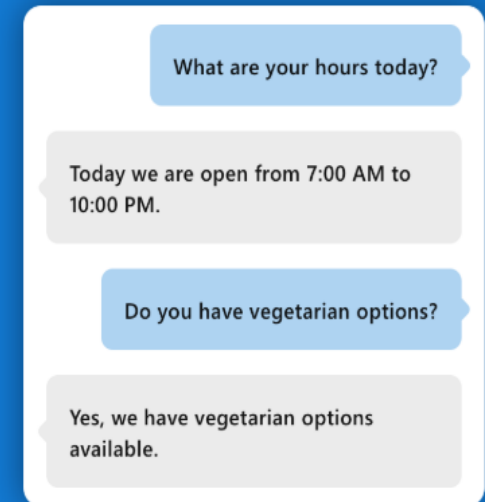
[Learn more](#)

Design sophisticated multi-turn conversations easily with follow-up prompts. [Learn more.](#)

From data to bot in minutes

Build, train and publish a sophisticated bot using FAQ pages, support websites, product manuals, SharePoint documents or editorial content through an easy-to-use UI or via REST APIs.

[Get started >](#)





1. Create a QnAMaker resource in Azure



2. Log on to the qnamaker portal

5. Manage KB in portal or via APIs

3. Create a Knowledge Base

4. Use QnA endpoint in Bot

https://qnamaker.ai

QnA Maker

From FAQ to Bot in minutes.

Build, train and publish a simple question and answer bot based on FAQ URLs, structured documents or editorial content in minutes.

GET STARTED >

What are your hours today?

We are open from 7AM - 10PM

Do you have a gluten free menu?

QnA Maker Subscription

Ask us a question...

Hi!
I am here to help with your queries.

All conversations will be monitored and recorded so that we can continuously improve the service we provide.

Below are the most popular questions. How may I assist you today?

- Raise an incident
- Manage open incidents
- Escalate an incident
- Raise IT Service request
- Request new application

#yourservices at 10:47:10

hi

Hello, how can I help you?

#yourservices at 11:13:42

how do i raise a service request

App Service (QnA runtime + QnA ranking)

Azure Search

- Metadata
- QnA
- Synonyms

App Insights

- Chat log

User Subscription



Home

Live Chat

- Home
- Messages
- Shortcuts
- Application Links
- FAQs
- Services
- Items
- Discussions
- Support
- Track Progress
- Surveys 6
- Reports

Welcome to Self-Service

Welcome to your Self-Service Portal

Welcome to your Self-Service Portal. Here you can raise service requests, chat to the Service Desk, raise faults and track your events. Please make use of the Knowledge Centre and Collaborations to help resolve any issues you may have.

19/05/2016 07:15 | Welcome to Self-Service

Shortcuts

Report an IT issue

IT Services

Approvals Assigned to Me

Report Long Term Sickness

Your Feedback

iPhone 6

Request Visio

My Open Issues and Requests

Type	Reference	Date/Time Logged	Item Name	Category Name	Resolution Due
Service Request	S1441	08/01/2019 11:25	Telephony Service	New	11/01/2019 11:25

Service Disruptions

Planned Outages

VPN will not be available this weekend for essential maintenance.
05/03/2018 07:00 | Service Disruptions

Current Outages

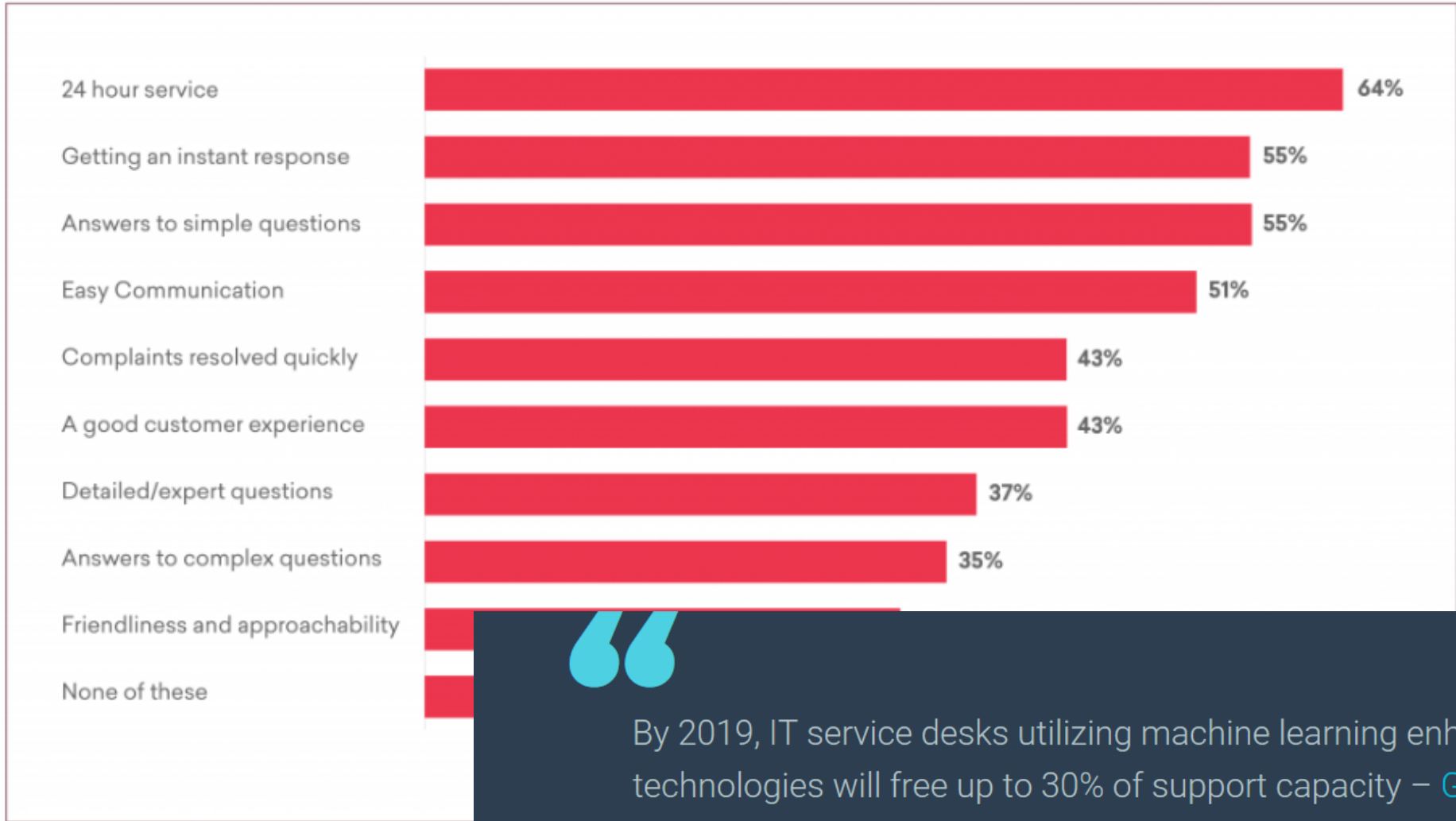
The Email Service is currently experiencing performance issues. We expect this to be resolved shortly.
30/11/2017 07:15 | Service Disruptions

Ask us a question

The sky's the limit

- Point your users directly into your Service Catalog
- Link directly into your user FAQ's
- Provide step by step user instructions

- DevOps
 - Automate actions like a Password Reset
 - Automate access Provisioning/De-provisioning

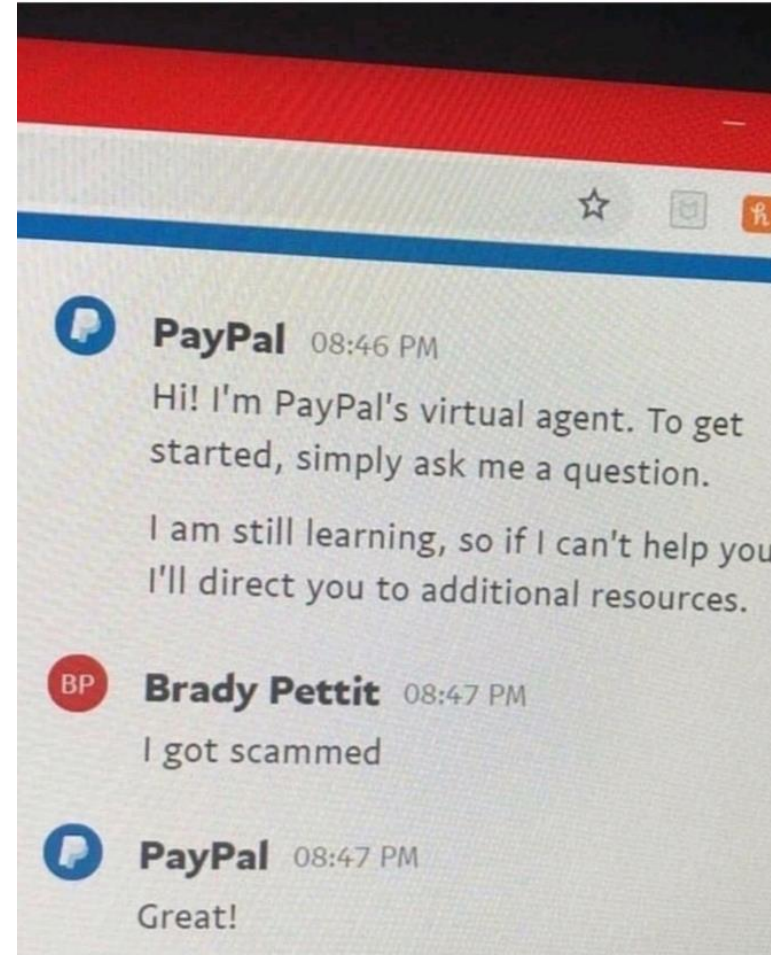
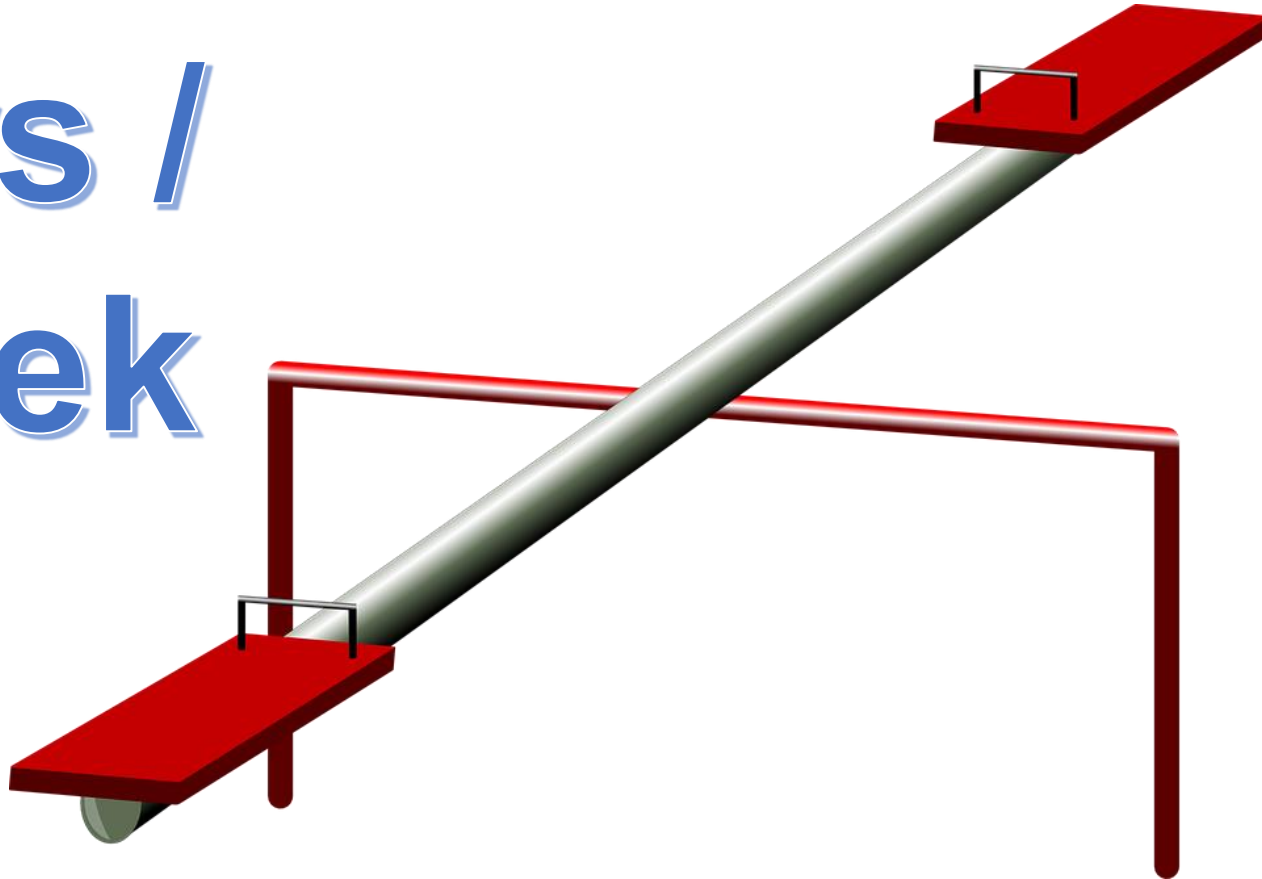


By 2019, IT service desks utilizing machine learning enhanced technologies will free up to 30% of support capacity – [Gartner](#)



Effort Versus Reward

2hrs /
Week





Established in 1988 & **Privately Owned**



Award Winning SaaS & On-Premise Solution



100% Focus on ITSM, ITOM & ESM



Continuous Investment in customer driven R&D.
Consistent Organic Growth



Champions in Enterprise Software Vendor Landscape



Over 20 years on the ITSM Magic Quadrant



1st in 5 Categories Enterprise SaaS ITSM Vendors




1st Vendor in the world to achieve all 16 processes

Prize Draw Any Questions



Axios Systems: www.axiossystems.com

 [linkedin.com/company
/axios-systems/](https://www.linkedin.com/company/axios-systems/)

 [@Axios_Systems](https://twitter.com/Axios_Systems)

 info.axiossystems.com/blog

Contact us <https://www.axiossystems.com/contact-us>



Quality Assurance



Gartner

Low Cost of Ownership



Ease of configuration



Seamless Upgrades



Skills Transfer



ALL ITIL V2 & V3
Within a Single License



Open Integrations Strategy



100% Successful Project Delivery



ITIL Red Badge/Expert
10yrs Minimum Real World Experience



Collaborative/Process Driven
Approach
Focusing on Business Goals



31 years Sole Focus

Other ITSM
Systems



Asset Discovery

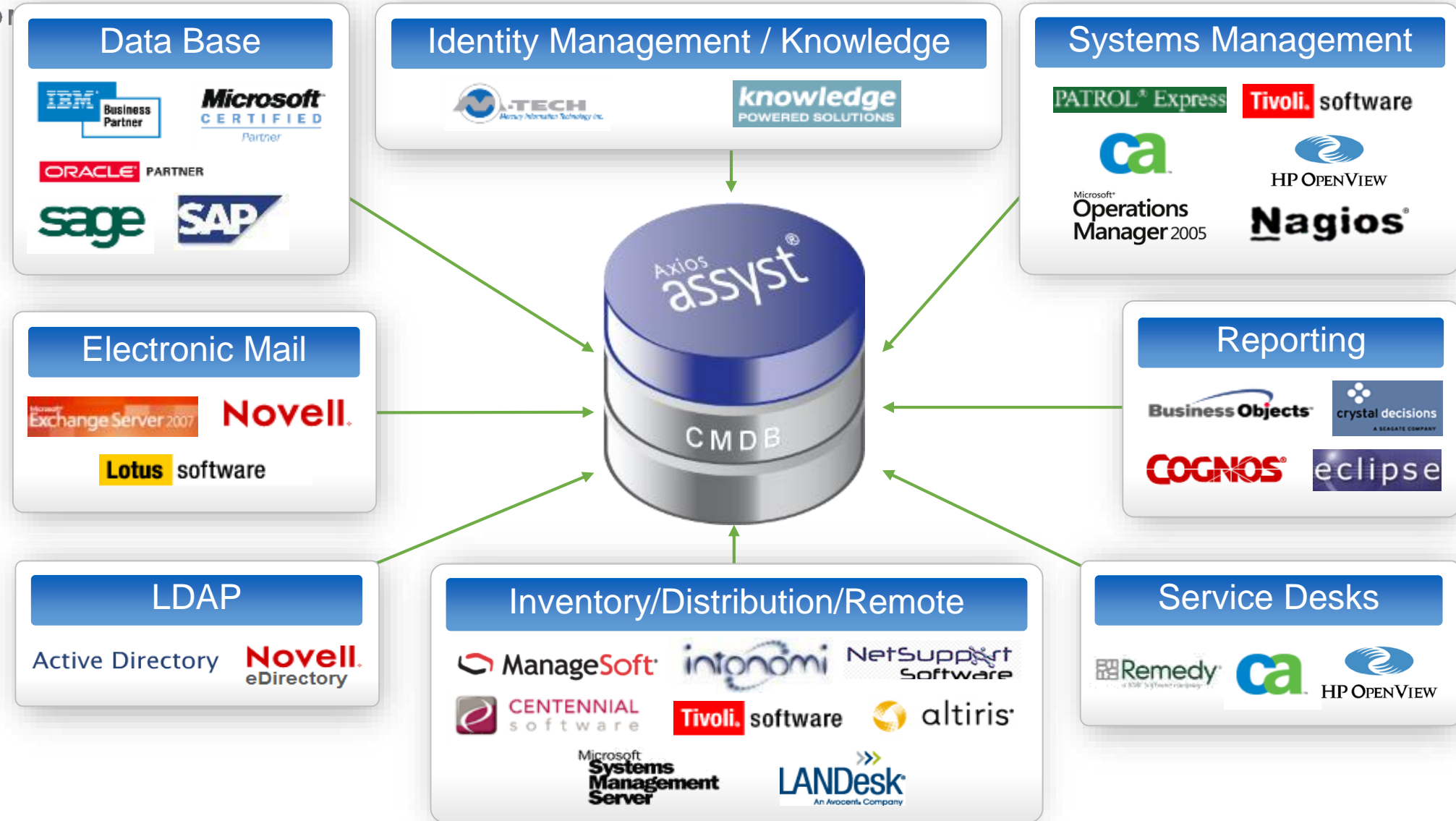


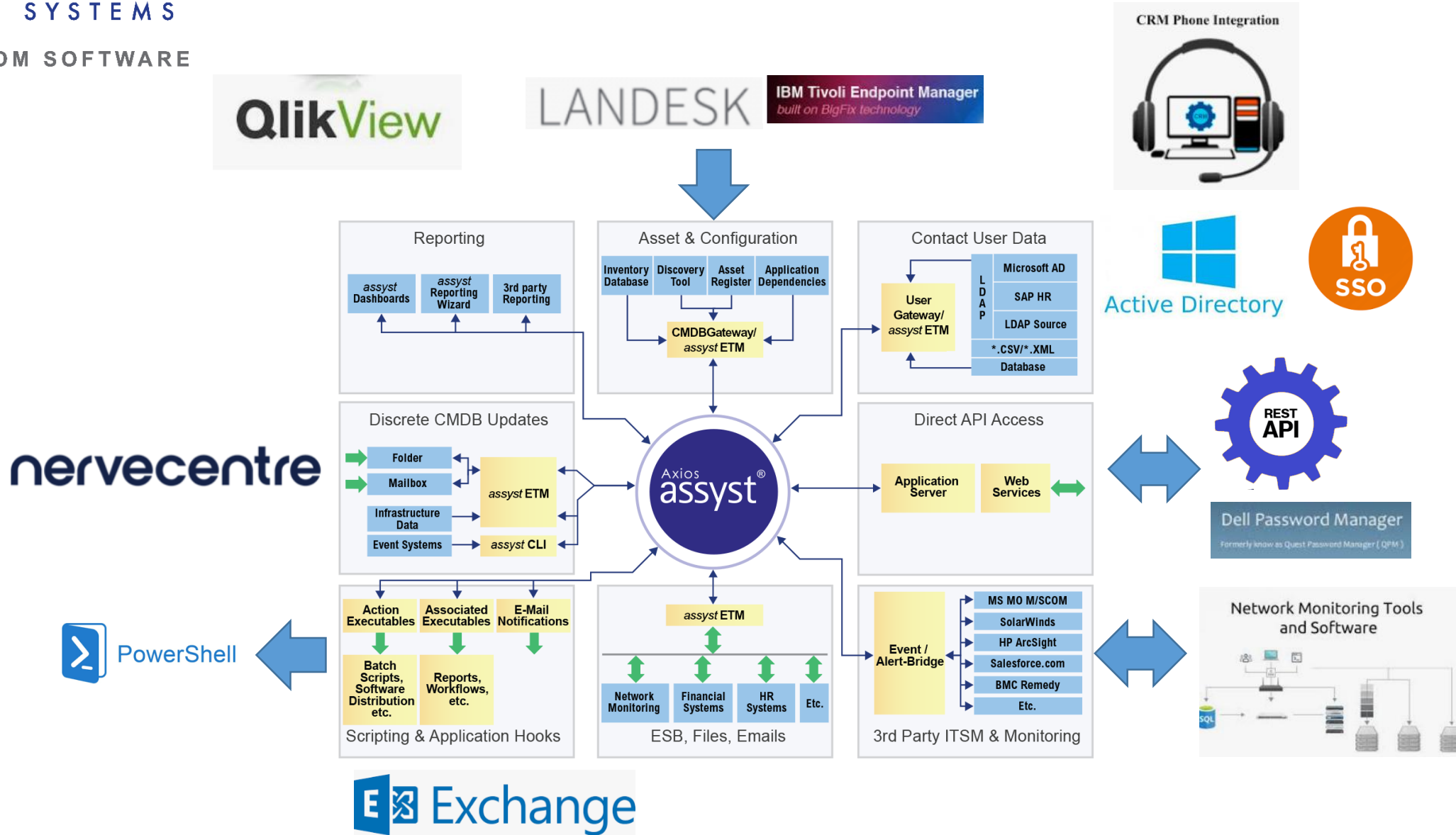
Contact Users

Alerts



ITSM & ITOIL





Enterprise Service Management

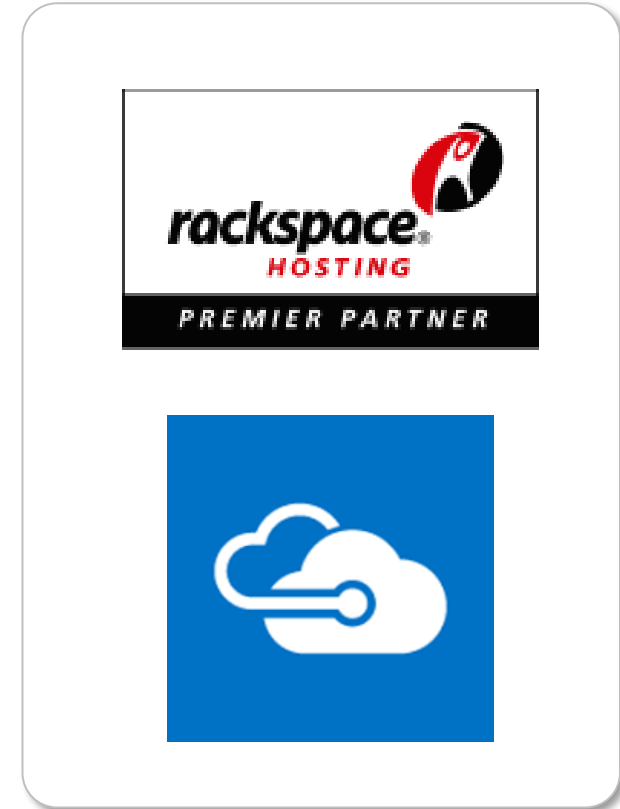
A single instance of **assyst** delivers control over all functions

- ✓ Improved Service Delivery
- ✓ Centralised Processes
- ✓ Common Language
- ✓ Defined Roles & Responsibilities
- ✓ Improved Reporting
- ✓ Enterprise-wide view of the infrastructure
- ✓ Tailored Services/Service Offerings



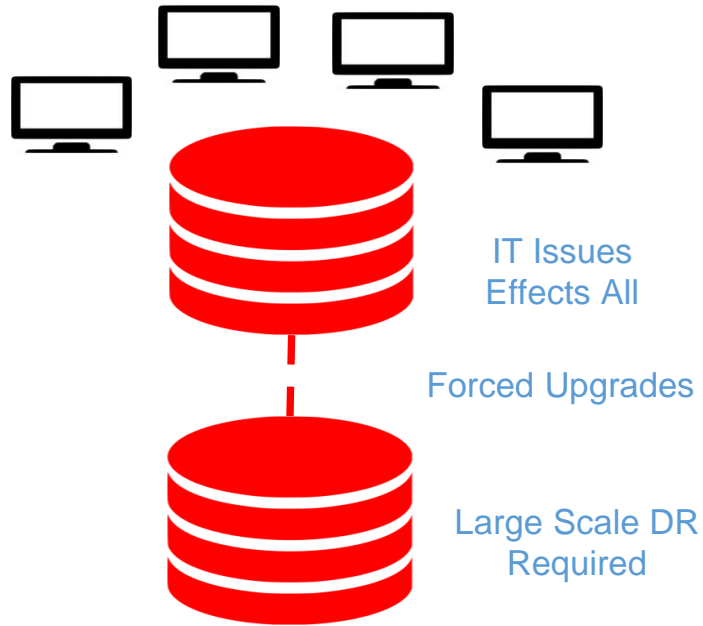
ITSM & ITOM SOFTWARE

- Provided through Global Hosting Partners
 - ✓ World Leaders in Hosting
 - ✓ Global Presence
 - ✓ Global Data Centre Replication Available
 - ✓ Committed Green IT Hosting Company
 - ✓ 100% Network Uptime Guarantee
 - ✓ ISO/IEC 27001 Certified Security
 - ✓ SAS 70 Type 11 Certified – **Tier 1** Service Audit on effectiveness of controls
 - ✓ Separate Infrastructure per assyst customer (Data and Processes)
 - ✓ Cloud dynamically scales to make resources available as required to manage Traffic Spikes and demand
 - ✓ Guaranteed **99.99% application Uptime**

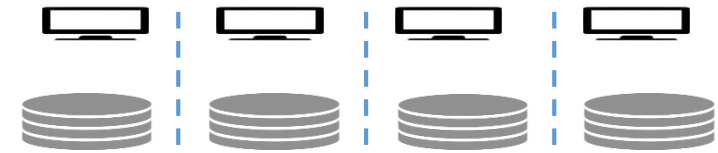


assyst SaaS Hosting / Cloud Infrastructure

Multi-Tenancy – Best for Vendor



Single Tenancy – Best for Customer

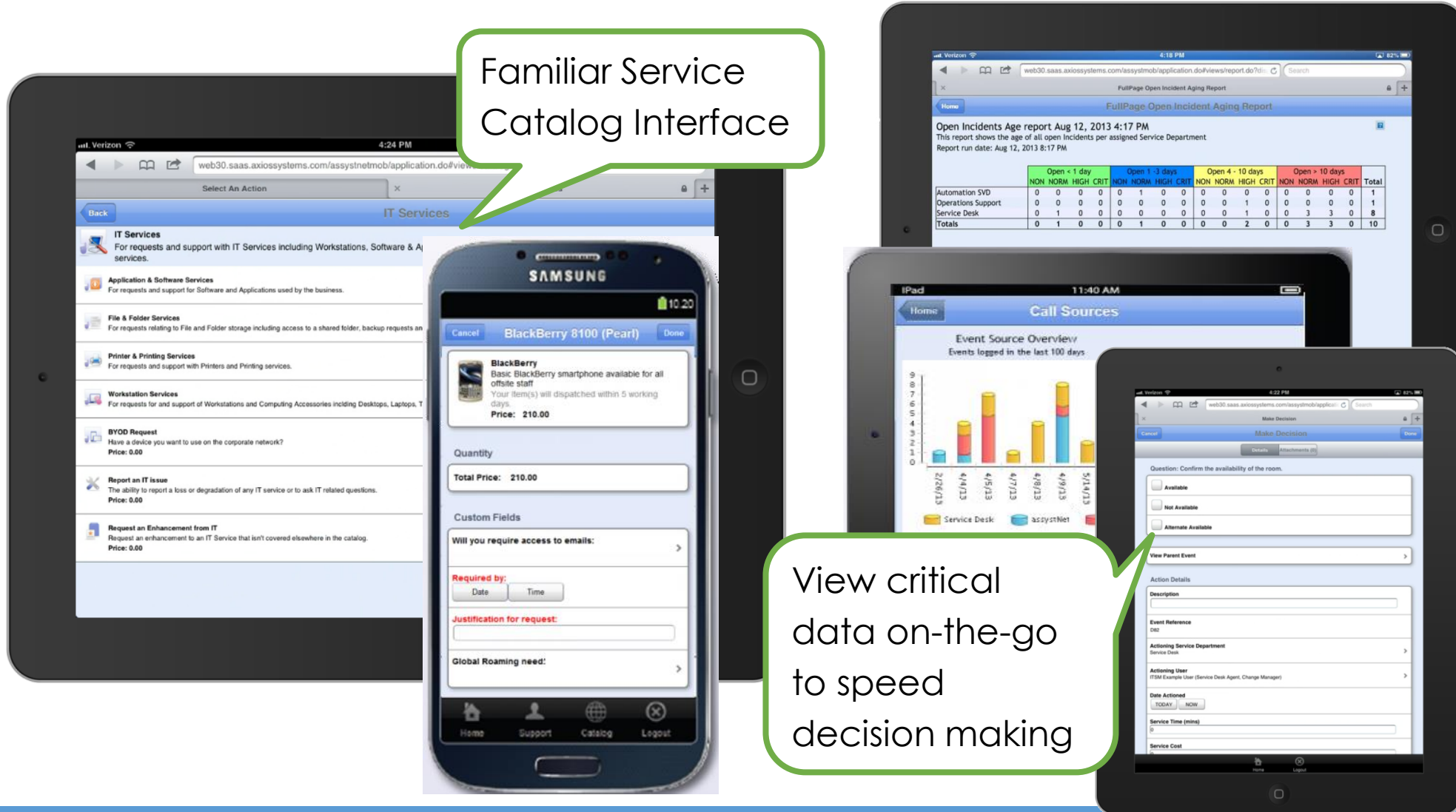


- Customer-driven upgrades
- True data isolation
- Advanced high availability/security
- Azure Hosting in the UK

Axios assyst® Reset



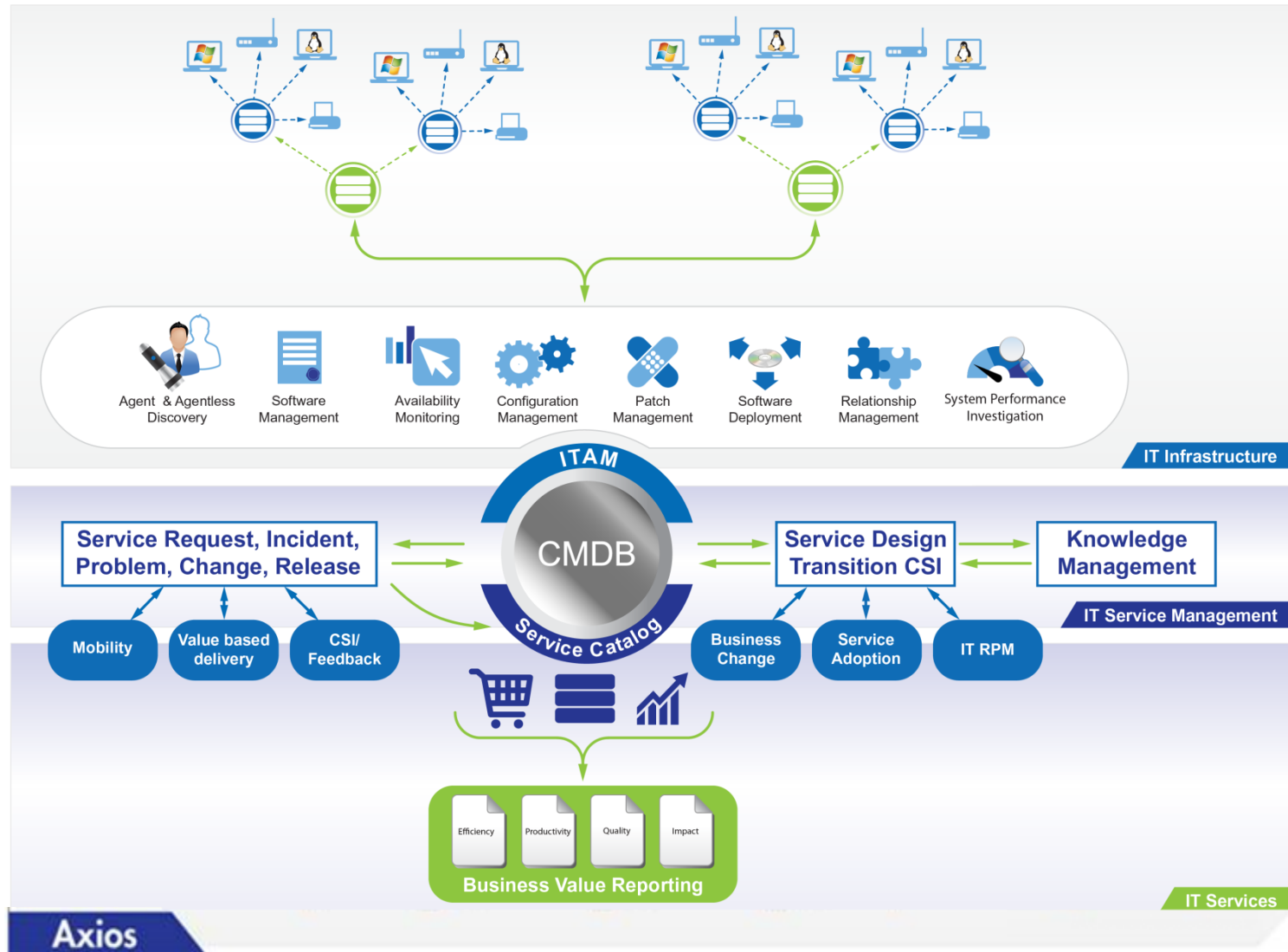
End User & IT Staff Portals allow everyone on the go access



Familiar Service Catalog Interface

View critical data on-the-go to speed decision making

assyst ITOM: An End to End Service Management Solution



Agent-Less Data Collection Types

Sl No	Device Type/OS	Protocol
1	Windows	WMI
2	Linux	SSH
3	Network Devices	SNMP
4	Unix	WBEM
5	AIX	SNMP
6	Intel AMT, Intel Core vPro Processors	Intel AMT
7	VMware and HyperV Virtual Machine	VM

ITOM Options (Levels 1 – 3)



Hardware & Software Asset Management

- Hardware & Software Discovery
- Custom Inventory
- Software Normalization
- Software Blacklisting
- Software Compliance Management & Reporting
- Software Metering
- Product Key Management
- Application Discovery & Dependency Mapping
- Managing Missing Assets
- Network Topology Mapping



Endpoint Management

- Software Distribution
- Install Blocking
- Patch Management
- Script Deployment
- OS Re-imaging
- Power Management
- Remote Control
- IT Automation Tasks
- Process Flow
- IT Policy Management
- Managing USB Ports



Performance & Monitoring

- System Performance
- Threshold Management
- Dynamic Baselineing
- Alarm Management & Notifications
- Synthetic Transactions
- Application Performance Monitoring
- Business Service Maps
- Capacity Planning
- Critical Task Monitoring

Business Value Reporting

ITOM Gateway

UK customer highlights by industry

Food & Beverage

**Associated
British Foods
plc**

Sperlari
Tradition seit 1836

Travel

BRITISH AIRWAYS

NetworkRail

Health/Charity

Royal Surrey County Hospital NHS Foundation Trust

NHS

NHS
Lothian

BritishRedCross

synergyhealth

Finance & Legal

SLC
Student Loans Company

permanent tsb
back to basics

AVIVA

AZIMUT
LA DIREZIONE PER INVESTIRE

Newcastle
Building Society

CLYDE&CO

creditsafe

Education

SRUC

**UNIVERSITY OF
EXETER**

uclan
University of Central Lancashire

Council

Xentrall
Shared Services
Delivering Excellence For All

**SOUTH
LANARKSHIRE
COUNCIL**

Hull
City Council

Fife
COUNCIL

**TRAFFORD
COUNCIL**

Powys

Gateshead
Council
www.gateshead.gov.uk

Dundee
City Council
www.dundee.gov.uk

**CORNWALL
COUNCIL**

Shetland
Islands Council

Rotherham
Metropolitan
Borough Council

Government

Forestry Commission

**HM Revenue
& Customs**

**The Scottish
Government**

ITSM & ITOM SOFTWARE



Thank you
Any Questions?



Craig Whytock

Solutions Consultant at Axios
Systems - ITSM/ITOM specialists
enabling more effective IT in
enterprise organizations

Axios Systems: www.axiossystems.com



[linkedin.com/company
/axios-systems/](https://www.linkedin.com/company/axios-systems/)



[@Axios_Systems](https://twitter.com/Axios_Systems)



info.axiossystems.com/blog

Contact us <https://www.axiossystems.com/contact-us>