

Barista QR Codes

Espressive BaristaGPT is our conversational, agentic AI-based virtual agent that uses contextual QR codes to deliver a new way to engage with your employees. QR codes eliminate the friction associated with reporting work-related problems and streamlines processes like service desk check-in, reporting asset issues, and more. By integrating with your configuration management database (CMDB) or by leveraging your employee asset database, Barista QR codes makes it easy for employees to get immediate help from BaristaGPT, improving employee productivity and reducing costs by freeing the service desk of routine tasks.

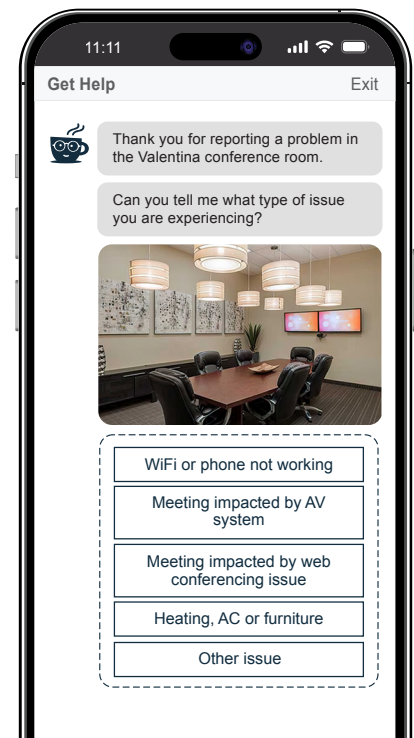


BaristaGPT is the only virtual agent that automates service requests and completes tasks by scanning a QR code. The use cases listed in this brief are examples of commonly used ones by Espressive customers, but QR codes can be expanded across 15 enterprise departments and are only limited by the imagination.

Ensure Problems with Shared Assets are Reported

When shared assets like conference rooms or office printers are malfunctioning or missing supplies, it is often easier for employees to simply move on than to report the issue. Even if an employee wants to make a report, they might not know how. Should a paper jam be reported to IT or Facilities? What about the temperature control in the auditorium? As a result, employees move on to another location or shared resource and by the time they return to their workspaces, the issue is no longer top of mind and the problem goes unreported.

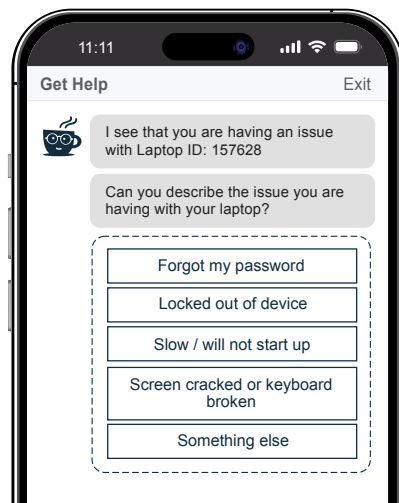
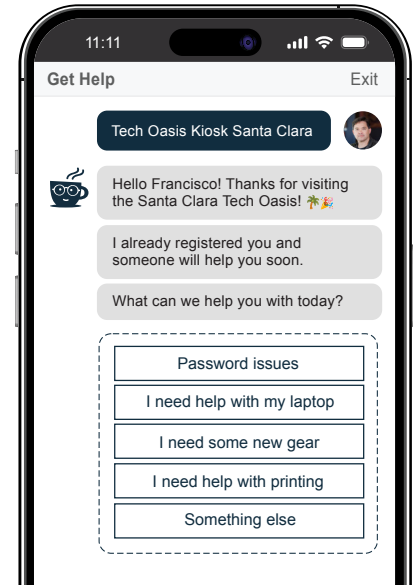
Barista QR Codes make it easy for employees to report problems with conference rooms and other shared assets. Employees simply scan the QR code associated with that room or asset using their iOS or Android device. BaristaGPT immediately knows the room or asset in question and asks for relevant information. Once provided, BaristaGPT creates the appropriate request and sends it to the correct department on behalf of the employee. This saves employees time and reduces costs for your organization.



Simplify Registration and Check-In

Barista QR codes can be leveraged to simplify event registration. When an employee arrives at an event, they can scan a QR code to launch BaristaGPT and check-in from there, eliminating the frustration of waiting in a long line just to sign-in or fill out a registration form.

Barista QR codes can also aid in appointment scheduling with site support. When employees visit an on-site support desk, such as an IT Service Kiosk, they can scan a QR code to register through BaristaGPT, eliminating the need to dedicate a service desk agent just for checking in visitors. When it is their turn, BaristaGPT will proactively notify the employee, keeping them from waiting in line just to get an appointment.



Make It Easy to Report Device Issues

Employee-issued devices (e.g., laptops) include unique identifiers or identification codes that help distinguish that device from others. These also include relevant information such as manufacturer, vendor, location, etc. When an employee reports an issue with their laptop to IT, a service desk agent will likely need to know that identifier in order to help. And this can be frustrating if an employee can't get to that identifier on the device they're calling about.

With BaristaGPT, reporting a laptop issue to the service desk is as simple as scanning the QR code on their device. BaristaGPT is fully integrated into your CMDB and ensures that all relevant information (including that unique identifier) is in the ticket. Instead of figuring out which device an employee has been issued, IT can instead focus on solving the problem.



ESPRESSIVE is the pioneer in automating digital workplace assistance, redefining how employees get help by delivering exceptional employee experiences. BaristaGPT, our conversational, AI-based virtual agent, takes on the role of the service desk agent, bringing the best of human experience with the best of artificial intelligence. BaristaGPT automates resolution of employee questions with personalized experiences that result in employee adoption of 80 to 85% and reduced service desk call volume of 50 to 70%.

Visit us at [Espressive.com](https://www.espressive.com) to learn more and [request a demo](#).

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