Espressive BaristaGPT, Agentic AI-Based Virtual Agent
Digital workplace assistance for employees and service desk agents

The innovative AI-based Espressive BaristaGPT platform takes on the role of a service desk agent, bringing the best of human experience with the best of artificial intelligence. Barista elevates the experience of getting help at work by engaging with employees to understand their issues so that the best possible resolution can be delivered. With best-in-class AI-based technology, Espressive customers reduce service desk call volumes by 50 to 70% and deploy in just 4 to 6 weeks with ROI on day one.

Why Self-Help Solutions Haven't Worked (So Far)

Despite years of effort, traditional self-help solutions like chatbots and portals have failed to reduce service desk demand, leaving organizations searching for a better approach. Here's why these tools haven't delivered:

LIMITED LANGUAGE UNDERSTANDING: Chatbots are notoriously limited in understanding human language, requiring exact phrasing rather than allowing employees to speak naturally.

LACK OF TECHNICAL KNOW-HOW: Employees are often not technical enough to self-diagnose or fully describe the problem they are experiencing, resulting in the wrong solution provided.

POOR KNOWLEDGE DISCIPLINE: Even if employees can accurately describe their problem, they are often met with an overwhelming number of knowledge articles and catalog items, putting them in a position of looking for a needle in a haystack.

COSTLY AND COMPLEX DEVELOPMENT: Most virtual agent platforms require specialized developers to create and maintain use cases, resulting in high costs and ongoing resource demands.

The result? Employees bypass self-help tools, resorting to the service desk for every issue. This leads to wasted productivity, high operational costs, and service desk agents stuck solving routine problems like password resets instead of focusing on strategic initiatives.

To truly reduce service desk demand, organizations need a self-help solution that goes beyond the limitations of traditional tools—one that understands employees, guides them to resolution, and works seamlessly from day one.

Revolutionize Workplace Assistance with BaristaGPT

Espressive BaristaGPT, our conversational, agentic virtual agent, transforms workplace support by resolving employee issues without agent involvement, reducing service desk call volumes by 50 to 70%. Powered by our continuously learning BaristaLLM and built on an intent-less architecture, BaristaGPT provides a single, omni-channel solution for employees to get help 24/7, enabling them to use their natural language in collaboration tools or via widgets embedded in your portals and intranets.

With personalized experiences and unmatched scalability, BaristaGPT automates the resolution of questions, issues, and requests, organizations achieve employee adoption rates of 80 to 85% while freeing up service desk agents for more strategic initiatives.
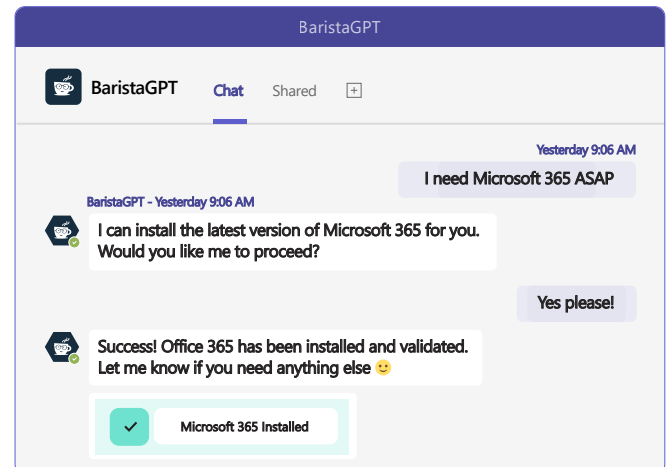
Espressive redefines the self-help experience, overcoming the pitfalls of traditional solutions:

ADVANCED LANGUAGE UNDERSTANDING: BaristaLLM delivers a conversational experience that is optimized for workplace support. Supporting 15 enterprise departments (IT, HR, Finance, etc.) and over 130 languages, our LLM grows smarter with every interaction.

TRAINED ON YOUR CONTENT: BaristaGPT automatically learns from your enterprise knowledge, historical tickets, chat transcripts, and service catalogs—requiring no bot building or manual configuration. This intent-less approach ensures that BaristaGPT is always up-to-date and ready to handle employee inquiries without developer intervention.

NO TECHNICAL EXPERTISE REQUIRED: Our intent-less architecture means that when an employee asks a question, BaristaGPT will automatically determine the appropriate action—whether it's an incident, a service request, or another type of inquiry. This means employees don't need to know the specific nature of their issue, they just get the help they need.

DELIVER AND IMPROVE KNOWLEDGE: Barista Enterprise Search enables BaristaGPT to harness an enterprises' deep, collective knowledge to deliver precise, company-specific answers in snippet form—eliminating the need for employees to hunt for answers in documents. In addition, BaristaGPT leverages resolution notes created by agents or subject matter experts (SMEs) to dynamically create knowledge that is fed into our Knowledge Synthesizer, creating a self-learning environment.

Transform Your Enterprise with Agentic AI

Agentic AI is the next frontier in AI advancement and refers to AI systems that are designed to perform tasks autonomously. These systems focus on making decisions and taking actions to reach goals with minimal human intervention.

As an agentic AI virtual agent, BaristaGPT autonomously solves complex employee problems based on context and content, with the goal to minimize service desk agent involvement. Key characteristics of an agentic virtual agent include:

1. **PROACTIVE AUTONOMOUS DECISION-MAKING**

   Actively anticipate user needs and make autonomous decisions, engaging intelligently based on the context of the business process rather than relying on static, preset interactions.

2. **DYNAMIC WORKFLOW CREATION AND EXECUTION**

   Understands natural language, leveraging BaristaLLM to dynamically create and execute workflows beyond rigid conditional logic. Applies advanced reasoning to interpret intent and act with minimal setup.

3. **DEEP CONTEXTUAL UNDERSTANDING**

   Leverages knowledge, real-time data and past interactions and interprets the context to provide responses and actions that are relevant and personalized. This fosters a natural, human-like engagement that enhance employee satisfaction.

4. **ADAPTIVE LEARNING AND RESPONSIVENESS**

   Continuously improving from past interactions, adapt to new scenarios, refining their behavior and responses to align with evolving business requirements and user expectations. This ensures BaristaGPT remains effective and future-ready.
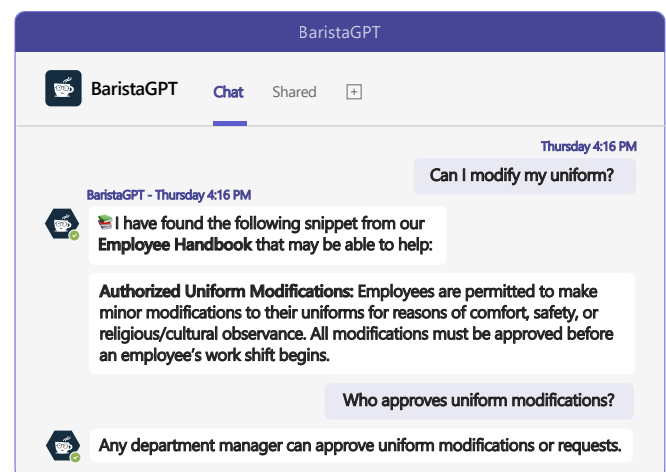
How BaristaGPT Streamlines Employee Support

BaristaGPT revolutionizes employee support by integrating directly into the tools employees already use—delivering help wherever they work. With the most comprehensive omni-channel strategy for employee self-help, BaristaGPT ensures high adoption rates and maximizes ticket deflection by meeting employees on their preferred platforms.

Employees can access BaristaGPT on desktop (Windows or Mac), mobile (Android or iOS), or via a browser, as well as through familiar channels like email, Slack, Microsoft Teams, intranet, and self-service portals. Even phone interactions through IVR systems lead back to BaristaGPT, ensuring consistent and seamless support across all touchpoints.

TEAMS	PORTAL	VOICE	EMAIL	SLACK	QR CODE

ANDROID	IOS	ZOOM	WEBEX	GOOGLE
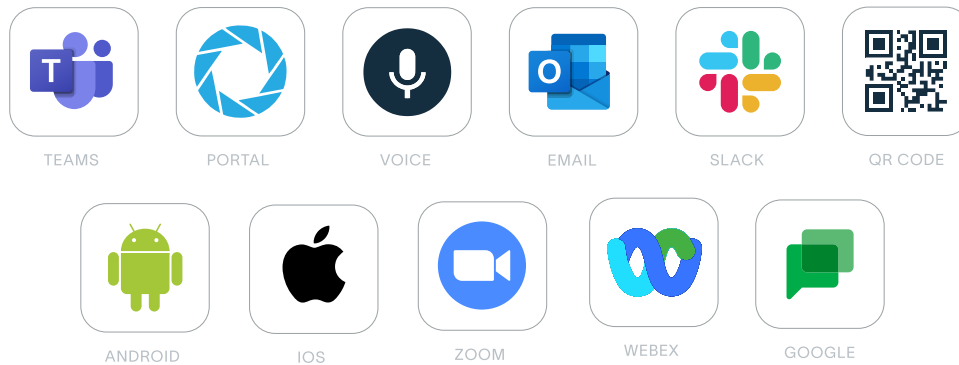
The BaristaGPT AI-powered platform delivers a **predictive, multi-turn experience** that ensures every employee interaction is analyzed to determine the best path to resolution, providing personalized and context-aware support at scale. To resolve employee issues, BaristaGPT can:

AUTOMATE RESOLUTION WHENEVER POSSIBLE: At the core of our virtual agent's capabilities is the ability to automate issue resolution. BaristaGPT will always try to automate the resolution of an employee issue whenever possible by dynamically interpreting employee intent and context to execute workflows in real time.

UTILIZE BUILT-IN ENTERPRISE SEARCH: Barista Enterprise Search enables our virtual agent to deliver precise, company-specific answers and catalog items to employees in snippet form. By harnessing your company's deep, collective content from a wide range of repositories—such as ITSM platforms, Confluence, SharePoint, and other enterprise systems—BaristaGPT ensures employees can quickly find the information or request they need. BaristaGPT also considers employee context (e.g., location, role) and access policies to deliver relevant and secure responses.

ACCESS LIVE ANSWERS SAFELY: BaristaGPT recognizes that some questions have universally consistent answers across all organizations. To address these, our virtual agent intelligently sources the most up-to-date information from trusted public websites. With built-in safeguards, enterprises can enforce policies to ensure the information provided is both accurate and secure, delivering real-time answers without compromising on quality or compliance.

LEVERAGE A PRODUCTIVITY ASSISTANT: The Workplace Co-Pilot feature enables BaristaGPT to act as a productivity assistant, using generative AI capabilities grounded in enterprise content to help employees and agents create documents, summarize data, gain insights, and execute advanced tasks. By leveraging your organization's proprietary knowledge and context, Workplace Co-Pilot ensures that all assistance is accurate, relevant, and tailored to the needs of your workforce

HANDOFF TO AN AGENT: If an employee still needs help, BaristaGPT provides a seamless handoff to a service desk agent, either by connecting them with live agent chat or by creating and submitting a ticket on their behalf. Barista Smart Ticketing accurately classifies, assigns, and prioritizes tickets before routing the request to the right internal department, so employees don't need to worry about filling out forms to get the help they need.

How BaristaGPT Scales Your Service Desk

BaristaGPT scales your service desk by automating complex tasks like workflow creation, content generation, and outage detection. BaristaGPT knows how to troubleshoot problems, just like your best agents, and provides transparent data and analytics so your service desk can better understand where to focus their efforts. By supporting both agents and employees, BaristaGPT decreases employee reliance on calling the service desk with a two-fold approach.

GENERATE WORKFLOWS ON THE FLY: BaristaGPT leverages ReAct (Reasoning + Acting) to dynamically interact with your enterprise systems, eliminating the need for pre-built workflows or rigid integrations. By intelligently reasoning across ITSM, iPaaS, RPA, and other platforms, BaristaGPT autonomously resolves complex issues in real time. In addition, our WorkflowIQ technology dynamically generates workflows—including runbooks from visual flowcharts—without requiring manual setup or intent building. WorkflowIQ automates the collection of information, enforces company policies, and analyzes multi-step processes to guide employees seamlessly through each step, enabling faster resolutions and improved efficiency.

MINIMIZE THE COST OF OUTAGES: Our Automated Outage Detection enables BaristaGPT to identify outages faster and reduce organizational costs related to outages. Automated Outage Detection improves service desk efficiency and employee productivity by monitoring the health of over 2,500 SaaS applications, verifying availability of on-premises applications, and identifying and resolving hardware and software issues autonomously.

TROUBLESHOOT WITHOUT AGENT INVOLVEMENT: BaristaGPT engages employees in problem-solving by leveraging not just customer-provided knowledge but also historical tickets, agent transcripts, and other trusted information sources. This enables BaristaGPT to identify root causes and recommend effective resolutions, even for complex employee issues that typically require agent involvement. By tapping into this wealth of information, BaristaGPT maximizes deflection and minimizes the need for agent intervention.
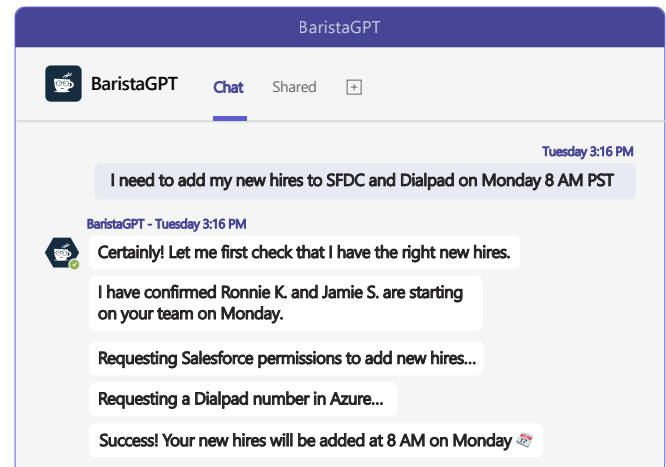
FOCUS EFFORTS WITH AI-POWERED ANALYTICS: Transparent data provides better insights so that service desks can focus their efforts on tasks that will deliver more value—such as seeing where content is missing/incomplete, or recognizing if a new top use case can be automated. Whether its out-of-box reporting or more in-depth, side-by-side analytics, our AI-powered reports and Barista Dashboard can be customized to provide the data you need to optimize performance and reduce costs.

INCREASE AGENT PRODUCTIVITY WITH BARISTA AGENT CO-PILOT: Organizations looking to further improve IT service desk efficiency while still maintaining costs can utilize Barista Agent Co-Pilot: a suite of capabilities from Espressive focused specifically on improving agent productivity. These capabilities add AI assistance to the phases. of ticket handling where mean time to resolution (MTTR) is most often increased, including new knowledge generation, ticket field population, live translations, and more.

Agent Co-Pilot integrates seamlessly with existing call center systems like CXone, AWS Connect, Genesys, or ServiceNow's Agent Workspace. Whether used alongside the Espressive virtual agent or deployed independently, Agent Co-Pilot empowers agents with real-time information, context, and automation to drive faster ticket resolutions, reduce MTTR, and deliver a more consistent employee experience.

Privacy by Design

Espressive understands how important security is to the future of your business, and our systems are designed to ensure the confidentiality, integrity, availability, and privacy of your enterprise and your employees on any platform. Espressive ensures all customer data is handled with maximum encryption and compliance and maintains that trust with every customer by prioritizing compliance with global and industry-related privacy laws and security standards. Espressive is proudly compliant with some of the world's most stringent security protocols and frameworks—**see here** for a full list of our certifications.