

# Automated Outage Detection

**Espressive Barista, our generative AI-based virtual agent, utilizes Automated Outage Detection to identify the root cause of employee reported hardware or software issues. Automated Outage Detection validates the availability of over 2,500 SaaS applications in real-time, as well as verifies the health of on-prem applications and endpoints. By utilizing Automated Outage Detection, Barista identifies outages faster, minimizes costs, and enhances both service desk and employee productivity.**

## Don't Let Outages Monopolize Your Service Desk

When outages occur, IT service desks often experience a flurry of calls and tickets. This monopolizes service desk agents time, as they need to determine if issues are related to a software application outage, or local to an employee's device or home network.

With **Automated Outage Detection**, Barista prevents agents from being monopolized by the number of calls triggered by outages. When an employee reports a problem, Automated Outage Detection validates the health of SaaS and on-prem applications as well as endpoints to determine the root cause of reported network, hardware, and software issues. This enables Barista to verify the availability of applications before executing complex runbooks to resolve issues—streamlining support processes and reducing the financial impact of outages on an organization.

The following key Automated Outage Detection capabilities can be executed in real-time:

### VALIDATION OF OVER 2,500 SAAS APPLICATIONS AND GROWING

When employees report connectivity or performance related challenges to SaaS applications, Barista automatically determines whether the issue is related to an outage, performance issue, or planned downtime. Barista then informs employees of known application issues while notifying the service desk to ensure agents avoid doing any unnecessary troubleshooting.

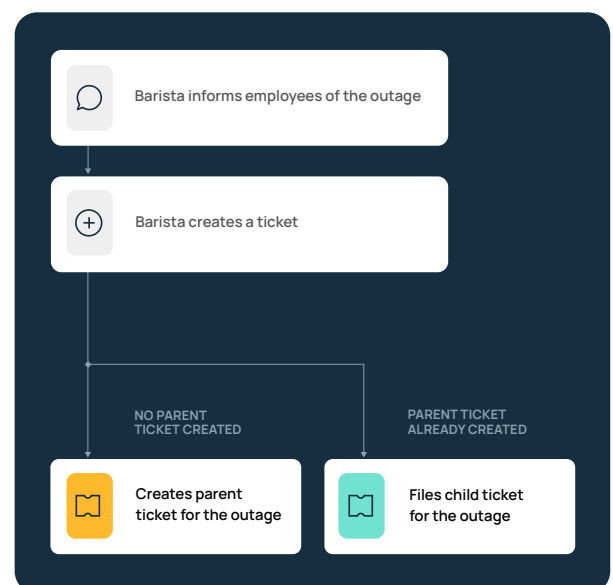
### VERIFICATION OF AVAILABILITY OF ON-PREM APPLICATIONS

Global enterprises have a mix of SaaS and on-premises applications, and the ability to validate and report on both is required.

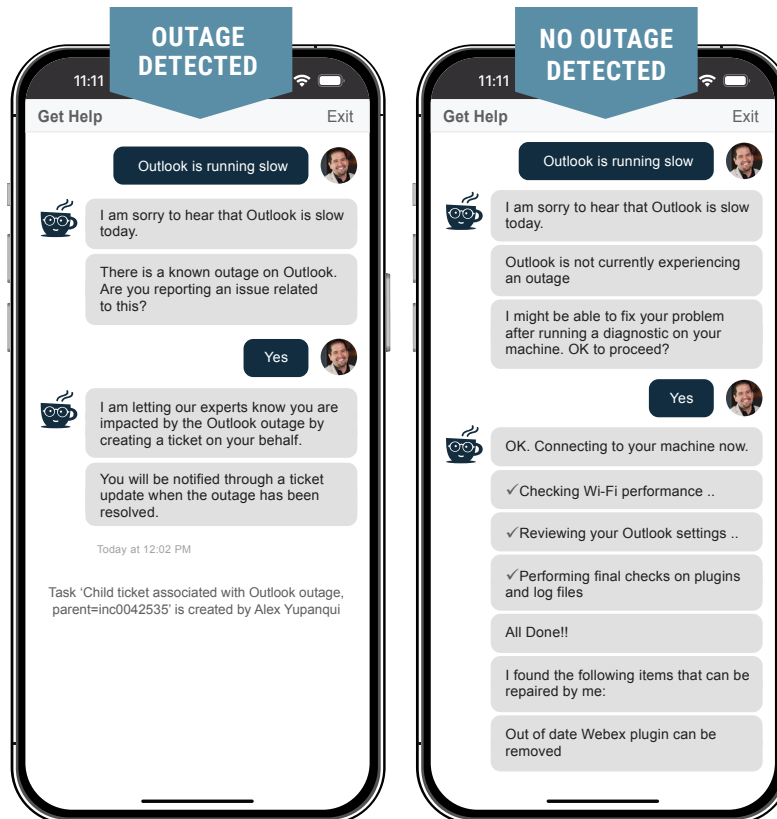
### IDENTIFICATION AND RESOLUTION OF LOCAL DEVICE ISSUES

Barista integrates with digital employee experience (DEX) tools to determine whether issues are local to an employee's device or home network. When that is the case, Barista can automatically remediate the issue, rather than creating a ticket and engaging an expensive IT resource.

If an outage is verified in a SaaS or on-prem application, Barista immediately informs the employee of the outage and automatically generates either a parent or child ticket. This eliminates the requirement for agents to do time-consuming triage and administration.



Outages can also cost organizations in terms of the loss of productivity that occurs due to planned or unexpected downtime. With Automated Outage Detection, Barista can alert a service desk to potential outages faster than relying on analytics, which can help to decrease the amount of downtime that occurs. Furthermore, Barista automates the work that service desk agents perform during outages (e.g., filing parent and child tickets, following up with employees once outages are resolved), so that they can focus on more strategic initiatives.



## Streamline Outage Notifications to Reduce Repetitive Tickets

By combining Automated Outage Detection with Barista Announcements, Barista can reduce the number of repetitive tickets related to a single outage. Barista Announcements is a feature within Barista that enables the service desk to alert targeted users of important information. This can be especially useful when outages occur.

For instance, once an employee reports an issue with a software application, Automated Outage Detection will determine in real-time if that application is due to an outage. If it is, Barista will send a ticket to inform the service desk and agents can then use Barista Announcements to alert other employees that might be affected by the outage as well. With more employees aware of the outage, less repetitive calls and tickets are made to the service desk.

Barista Announcements can be scheduled for a set period of time and targeted to employees based on their location or job role. Agents can send announcements in a variety of ways, including through email, SMS, web app, or through the Barista app on Microsoft Teams, Slack, or other collaboration tools. Barista Announcements can also be utilized to alert employees of other important information, such as new organizational policies or the start of open enrollment.



**ESPRESSIVE** is the pioneer in automating digital workplace assistance, redefining how employees get help by delivering exceptional employee experiences. Barista, our VSA, takes on the role of the service agent, bringing the best of human experience with the best of artificial intelligence. Barista automates resolution of employee questions with personalized experiences that result in employee adoption of 80 to 85% and reduced help desk call volume of 50 to 70%. Visit us at [Espressive.com](https://www.espressive.com) to learn more and [request a demo](#).