

Barista Agent Co-Pilot

Barista Agent Co-Pilot is a set of capabilities and features designed to reduce MTTR and enhance service desk agent productivity. This is achieved by adding AI assistance to most phases of ticket handling, including new knowledge generation, ticket field population, language translation, and more. Agent Co-Pilot works in conjunction with Espressive Barista, our GenAI-based virtual agent, but can also be deployed separately. In addition, Agent Co-Pilot doesn't require agents to learn or load a separate UI. Instead, Agent Co-Pilot can be deployed into any existing call center system, such as CXone, Genesys, AWS Connect, or even ServiceNow's Agent Workspace.

Utilizing Agent Co-Pilot to Improve Agent Productivity

Organizations looking to improve IT service desk efficiency while still maintaining costs can utilize Barista Agent Co-Pilot: a set of capabilities and features designed to add AI assistance to the phases of ticket handling where service desk agents spend most of their time. This positively impacts key metrics and enables significant improvements to the service desk in the following areas:

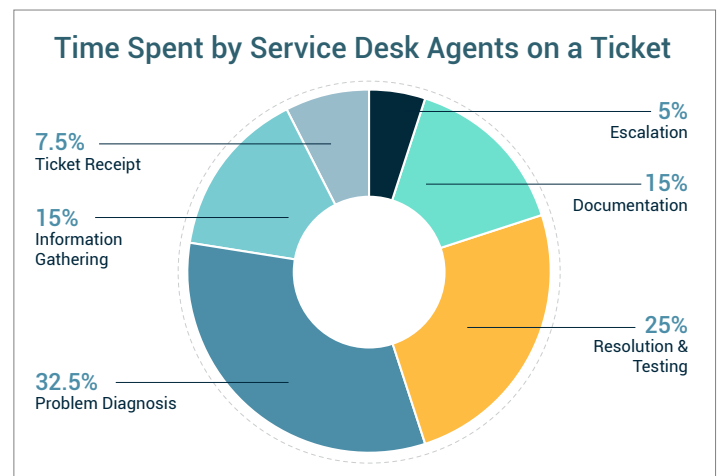
DECREASED MTTR Mean time to resolution (MTTR) measures the average time it takes to diagnose and resolve issues or restore services. Agent Co-Pilot reduces MTTR by adding AI assistance to the phases of ticket handling where MTTR is most often increased, such as when agents need to generate new knowledge, populate ticket fields, or locate previous interactions to resolve current issues.

AGENT CASE LOAD PER WEEK With Agent Co-Pilot, agents will be able to utilize Barista generative AI (GenAI) to eliminate the significant amount of time it takes to research each case, as well as automate basic ITIL processes. This streamlined process will increase the number of cases that your agents work on per week, yet decrease the overall amount of time they need to spend on each individual case.

MORE CONSISTENT AND RELIABLE TICKET DATA Not all service desk agents have the same level of experience (or care) when handling crucial tasks such as closing tickets. This leads to inconsistent quality of ticket data, and therefore fewer opportunities to learn from incidents or requests. Agent Co-Pilot automates filling out tickets fields and summaries based on historical tickets, so data stays consistent.

IMPROVED KNOWLEDGE MANAGEMENT Agent Co-Pilot can automate the creation of ticket summaries and wrap-ups, as well as determine when the information in a ticket can be used to automatically generate knowledge articles for content that did not previously exist.

IMPROVED EMPLOYEE EXPERIENCE With Agent Co-Pilot, end users will receive a more consistent experience from the service desk, improving overall customer satisfaction scores.



BETTER REPORTING, ANALYTICS, AND INSIGHTS Leveraging Agent Co-Pilot to handle more of the repetitive ticket processes (e.g., categorization, prioritization) creates more predictable and consistent data, which is crucial for service desk managers to make data-driven decisions.

Effortless Plug and Play Architecture

While Barista Agent Co-Pilot can work in conjunction with the Barista virtual agent, it does not require organizations to own an employee-facing Barista license. Instead, an organization can deploy Agent Co-Pilot separately for just their service desk agents, and all features remain the same.

This can be achieved because of the Espressive plug and play architecture. Organizations can seamlessly integrate a Barista environment with their ITSM and other backend systems, and then tune Barista to their service desk's specific needs. Once integrated, Barista can monitor, record, and enhance all interactions, improving MTTR without disrupting the service desk. Employees continue to get help as usual (whether that's through the Barista virtual agent or not), while agents continue to use their ITSM and chat interfaces.

Deploy Into Any Existing Workspace

Unlike other ITSM Agent Co-Pilot tools that must be deployed into the corresponding ITSM workspace, Barista Agent Co-Pilot doesn't require agents to learn or load a separate UI. Instead, Agent Co-Pilot can be deployed into any existing call center system, such as CXone, AWS Connect, Genesys, ServiceNow Agent Workspace, or any other web chat platform. Service desk agents can access and interact with Barista from where they currently work, leading to faster ticket resolution without agents needing to learn a new interface.

Key Features of Agent Co-Pilot

New Ticket Enrichment

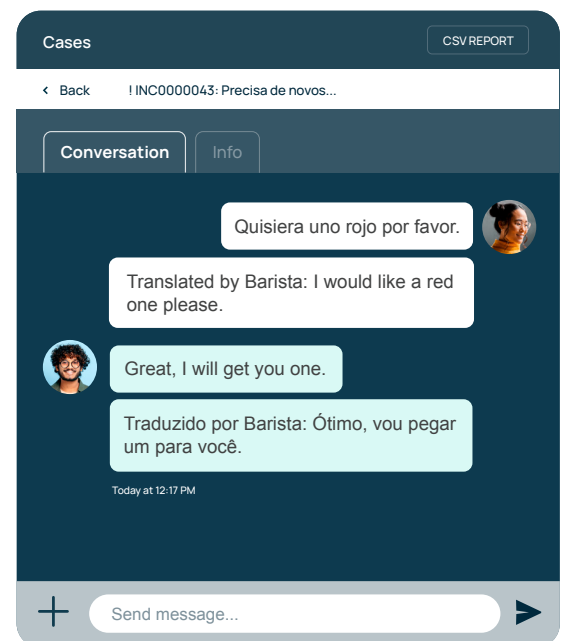
When creating a new ticket, agents must populate fields such as Category, Assignment, Priority, etc., before working to resolve the issue. They must also determine the right triage questions, and check for any relevant knowledge or other similar tickets that might help solve their current issue. This increases MTTR.

Agent Co-Pilot speeds up ticket creation by leveraging AI and historical ticket data to accurately predict and populate ticket fields as soon as they are created. In addition, Agent Co-Pilot can automatically fetch any relevant knowledge or solutions from similar tickets, speeding up time to resolution.

Barista Live Translation

It can be difficult to consolidate and streamline the service desk when employees are spread out across the globe and speak multiple languages. While agents can use translation apps, these often fail the accuracy test, so resolution often requires more expensive resources. As a result, MTTR is increased, and the customer experience suffers.

With Barista Live Translation (part of Agent Co-Pilot) employees can reach out to their IT service desk in their native language. Service desk agents unfamiliar with an employee's language can then engage Barista to begin live translation. Barista provides a bi-directional communication layer using the best translation technologies. These technologies can be configurable at the Barista Translation Layer, so that the translation service used is dependent on the language being spoken (e.g., using Lionbridge for Latin based languages, etc.).



servicenow

Incident
INC0010260

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* Caller: Alex Yupanqui State: New

Category: Network Impact: 3 - Low

Subcategory: VPN Urgency: 1 - High

Service: Client Services Priority: 3 - Moderate

Service Offering: Assignment Group: Network

Configuration Item: Network VPN Assigned To:

* Short Description: VPN is not working

Description: User is not able to connect to VPN

Populated by Barista Used to Determine AI Predictions

Direct Access to Barista

Automation can turn a long manual intervention into an instant remediation, but triggering the right automation can be cumbersome, as can finding specific data needed to resolve issues. This process can be streamlined with the Barista virtual agent, which includes automations to instantly resolve issues, as well as information from historical tickets, triage questions, and more.

To decrease MTTR even further, Agent Co-Pilot enables agents to get direct access to Barista by simply adding "@Barista" from inside a ticket or live chat interface. With direct access to Barista, agents can then utilize Barista automations or other specific data they need to resolve employee issues.

Agents can query "@Barista" for various support tasks, including:

RESOLUTION NOTES: Generating resolution notes.

USER HISTORY: Viewing current or recent tickets of an employee.

ESCALATE TICKET: Escalating tickets to specialized teams.

CREATE KB: Creating new knowledge articles.

TRIAGE QUESTIONS: Asking the best questions to diagnose issues.

FIND SOLUTION: Receiving guidance to solve problems.

SHOW SIMILAR: Finding tickets similar to the current one.

RUN AUTOMATION: Executing remote instructions or tools.

SHOW ASSETS: Viewing the user's assets or devices.

SUMMARIZE TICKET: Summarizing the ticket's history.

RUN DIAGNOSTIC: Running commands to fetch diagnostic data.

RESOLUTION SEARCH: Search knowledge or historical tickets to identify potential solutions.

Thread

Fran Today 1:09 PM
Laptop isn't turning on.

6 replies

Agent has joined the chat.

Agent 1:16 PM
Hi, how can I help?

Fran 1:16 PM
My laptop is frozen.

Agent 1:17 PM
We'll need to restart your laptop. I can do that from here.

Agent 1:17 PM
@Barista restart Fran's laptop.

Barista APP 1:27 PM
Confirmed. Laptop belonging to Fran Fernandez has been restarted.

Agent 1:27 PM
@Fran please confirm that your laptop has turned on and you can now log in.

Fran 1:28 PM
Yes, it's working now.

Automatic Knowledge Generation

It is a best practice to create a knowledge article once an issue is resolved, detailing the steps to resolution. This ensures that, when similar problems occur in the future, resolution can happen faster as remediation is documented and can be retrieved. However, creating quality knowledge articles takes time, and agents often can't create them fast enough. This results in increased MTTR as tribal knowledge is not shared, and each agent must relearn how to solve the same problem.

Agent Co-Pilot solves this by automatically generating quality knowledge articles when tickets are resolved by agents. This is done by leveraging GenAI to review ticket and transcript data. Any valuable new insights and remediation steps are documented for future use, decreasing MTTR. Before any new knowledge is created, the AI pipeline also checks for any duplicate or redundant articles.

Automating the IT Outage Process with GenAI

In addition to assisting with everyday tickets, Agent Co-Pilot also leverages GenAI to streamline and automate the outage process—enhancing agent efficiency and minimizing downtime. Automation also increases accuracy, reduces human error, and ensures a more seamless experience for both IT service desk agents and end-user employees.

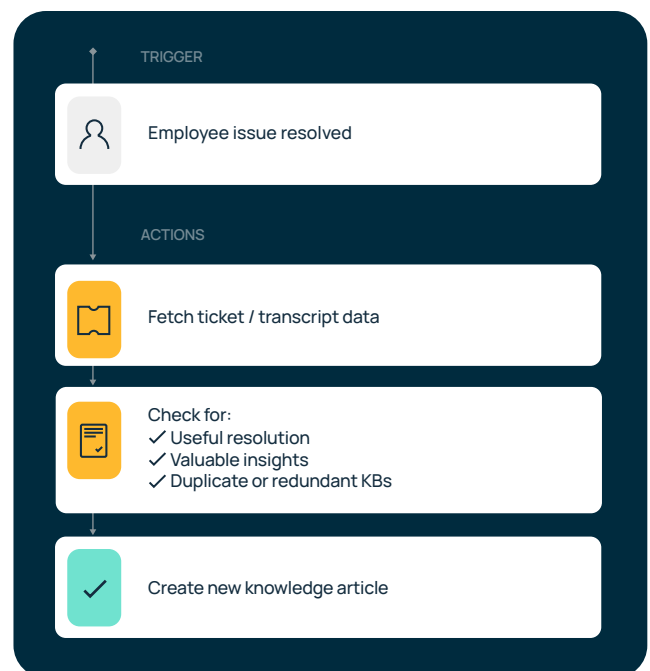
Agent Co-Pilot utilizes GenAI to automate the following outage-related support tasks:

INCIDENT DETECTION AND CLASSIFICATION: Barista monitors over 2,500 IT systems to detect anomalies and classify incidents, utilizing GenAI to identify any repeated patterns that are indicative of a potential outage. By analyzing system logs and user reports, potential outages can be identified before they escalate.

AUTOMATED COMMUNICATION: Once an incident is detected, communication protocols are initiated to notify service desk agents and affected users, informing them about the outage and expected resolution timelines. This transparency also helps manage expectations and improves overall employee satisfaction.

KNOWLEDGEBASE UTILIZATION: Agent Co-Pilot uses GenAI to access and search through internal knowledgebases for potential solutions. If a solution is located, remediation steps can be provided to service desk agents for faster resolution. In addition, workflows can be executed automatically, reducing the need for manual intervention.

POST-INCIDENT ANALYSIS: After resolving the outage, GenAI can be used to conduct a post-incident analysis—highlighting the root cause, resolution steps, and preventive measures. This information can then be utilized to create knowledge articles, helping to prevent future incidents and reduce MTTR.



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](#).