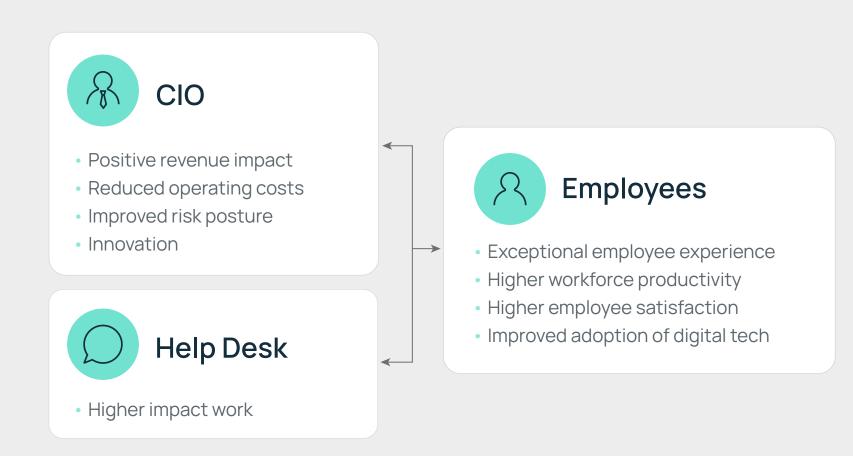
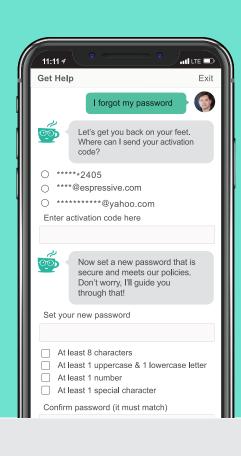
Espressive Barista Changes Everything

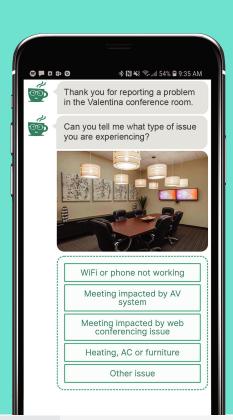
For the CIO, Your Employees, and Your Help Desk

> Barista, our Al-based virtual support agent, brings the ease of consumer virtual assistants into the workplace, delivering personalized experiences that maximize employee adoption and reduce help desk call volume.



Why Employees **Adopt Barista**





Value **Proposition**

back in my day

Gives me time

Makes me more productive

Increases my job satisfaction

Employee Journey



Provides personalized answers to questions and resolution to issues



Proactively notifies of outages or other announcements



Guides employees through complex processes



access contact info for your team

Provides easy to

Engages an expert and stays in the conversation through resolution

Benefits

A consumer-like app experience

Available on mobile and desktop

for all questions

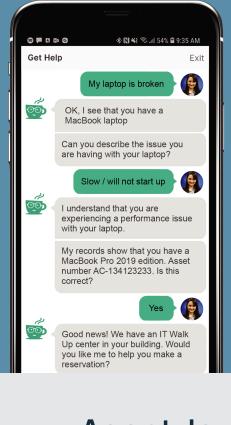
Immediate,

One place to go

No more searching through knowledge base articles

personalized answers





Why Help Desk Agents Are Thrilled

Value **Proposition**

adoption Call volume is

50-60% employee

decreased 30-50% 40% increase in

productivity durin outages

Agent Journey

Automates answering of questions and resolution of issues



Integrates into existing ITSM tools

Integrates into

ServiceNow, Workday,

Teams, and more

Tickets are routed to the right team with context

Outage detection and notification plus tickets categorized to a parent



Machine learning predicts fields in ITSM like category

No longer answering

Benefits

the same question over and over again

No longer inundated with calls, emails, and tickets related to outages

Less time required gathering context and rerouting tickets Agents don't need to

change how they work with ITSM tool integration

Learn More

To learn how Espressive Barista can automate up to 76% of your help desk tickets while delivering exceptional employee experiences, watch this two-minute video.

https://info.espressive.com/espressive-barista-at-a-glance