

# Espressive Barista Integrations

Espressive Barista, our AI-based virtual support agent, integrates directly with enterprise software, including ITSM, iPaaS, RPA, and more, to autonomously resolve complex issues. On day one, customers and partners have access to tens of thousands of pre-built integrations via the Barista Integration Marketplace, or they can build their own customized integrations using our open, no-code platform. By integrating Barista with your backend systems, you create a more seamless experience for your employees while minimizing costs.

## Autonomously Resolve Tier 2 Issues and Beyond

The growing need for cost containment and reduction has required virtual agents to resolve complex issues, such as automatically determining the health of an application and a remote employee's connectivity when they are experiencing performance issues. These higher-tiered issues have historically required higher-skilled IT staff.

For a virtual agent to resolve these issues, it must automate the investigation and troubleshooting of an employee problem in real time—just as a service desk agent would. With automation, rather than giving employees a knowledgebase (KB) article or sending them to another website, the virtual agent walks them through the steps to get their problems resolved (e.g., [resetting their password](#)) or their questions answered (e.g., [giving real-time updates on their PO status](#)). No need for the employee to go anywhere else to get the help they need.

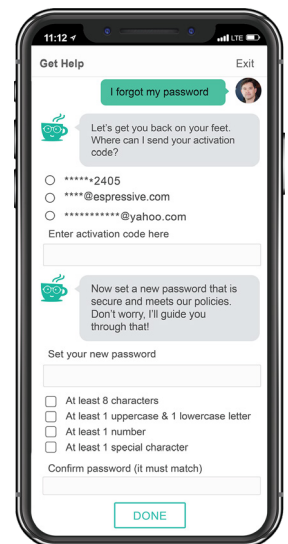
To create these types of automations, a virtual agent needs to integrate with various tools across the enterprise. It also must enable teams to build their own integrations via a no-code platform to further increase automated resolutions of issues specific to their organizations or industries.

Espressive accomplishes this with the [Espressive Barista Control Center™](#), the administrative interface to the intelligence behind Barista. With the Barista Control Center, enterprises are able to integrate with virtually any API-enabled third-party system, all through a zero-code experience. How? The Barista Control Center incorporates a key module called the Espressive Integration Designer™, which powers end-to-end automated workflows. Increasing automations not only reduces costs and adds additional value to your technology investments, it also creates a more seamless experience for your employees.

## Integrate with Virtually Anything, Anywhere

### Power End-to-End Automations

Barista automates work by connecting human language to virtually any workflow. With the Integration Designer, partners and customers can connect to any REST API enabled third-party system or workflow engine, or through our existing integrations with leading ITSM solutions, Digital Employee Experience (DEX) management software, AIOps platforms, iPaaS solutions, or RPA tools. These integrations enable Barista to deliver an unlimited number of end-to-end automation workflows, going beyond automating a single task to automating entire business processes.



In addition, the Integration Designer enables customers and partners to modify existing—or create their own—integrations with any application, whether it be a SaaS application, endpoint, or an application running in a private data center. Enterprises that utilize on-premise systems for their ITSM solution, active directory, or other applications or workflows can now securely integrate and automate with a virtual agent, bringing all the advantages of Barista without having to change their backend processes.

By enabling integration with multiple tools—in the cloud or on-premise—concurrently and in real-time, Barista can autonomously identify and resolve higher level issues while presenting a seamless experience to employees. This enables service desk agents to focus on higher touch, more critical needs.

## Minimize the Cost of Outages and Enhance Productivity

Leveraging the Integration Designer, our **Service Quality Wizard** automates and executes complex runbooks to immediately determine root cause of reported hardware and software issues. This streamlines the support process and improves employee productivity and satisfaction. The following key Service Quality Wizard 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 form of unnecessary troubleshooting.

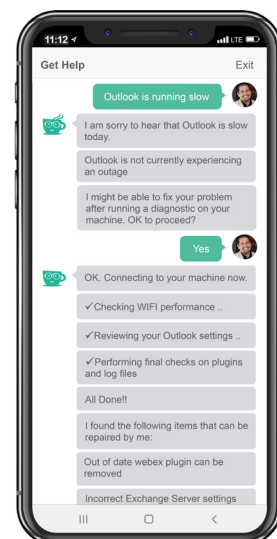
**VERIFICATION OF AVAILABILITY OF ON-PREMISES APPLICATIONS.** Global enterprises have a mix of SaaS and on-premises applications, and the ability to validate and report on both is required.

**IDENTIFICATION AND RESOLUTION OF LOCAL DEVICE ISSUES.** Barista integrates with DEX tools to determine whether issues are local to an employee's device or home network. When that is the case, Barista can autonomously remediate the issue rather than creating a ticket and engaging an expensive IT resource.

The Service Quality Wizard not only improves both agent and employee productivity, it can also save organizations significant cost related to downtime. With Barista, organizations can identify and resolve potential outages faster than relying on analytics. Further, by automating the work service desk agents perform during outages, such as filing parent and child tickets, organizations no longer need to divert significant resources from addressing other employee issues.

## Pre-Built Integrations to Get Started

The Integration Designer makes it easy for Espressive partners and customers to build out integrations, which can then be made available via the Barista Integration Marketplace. On day one, the Barista Integration Marketplace includes a vast library of **pre-built integrations** that can be leveraged by all enterprises, and the list of integrations grows every day.



**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](#).