

Espressive Barista Omni-channel Accessibility

Espressive Barista has a unique omni-channel accessibility that delivers the highest possible employee adoption and ticket deflection. Instead of expecting employees to change their current behavior, Barista responds to questions across the channels that they are already using including email, phone, service portal, Slack, and Microsoft Teams. Employees can even launch Barista by scanning a QR code. Also, Barista can be accessed on any desktop or mobile device, as either a native app or via a browser.

Meet Employees Where They Are

Employees have been emailing and calling the help desk for years. Old habits are hard to break, so you need a comprehensive omni-channel strategy to meet employees where they already are, rather than forcing them to learn something new.

Barista was designed to be ultra-accessible, delivering the most comprehensive omni-channel strategy for employee self-help. Employees can access Barista via their desktop (Windows or Mac) or on their mobile device (Android or iOS), either as a native app or by simply going through their browser (e.g., Chrome, Safari, Internet Explorer). In addition, no matter what channel employees use—email, Slack, Teams, intranet, or even the self-service portal—all roads lead to Barista. Barista even integrates with interactive voice response (IVR) systems, meeting employees via phone. By integrating Barista into the channels that employees are already using, employee adoption and overall ticket deflection are maximized.



The More You Implement, The More Employees Will Adopt

You can choose to make any or all of the channels available to your employees during initial deployment, or you can add channels over time. However, adoption increases based on the number of channels that are implemented, so it is smart to offer as many as possible from the start.



COLLABORATION TOOLS (i.e., Slack and Microsoft Teams): Once Barista is integrated with Slack or Teams, the Barista app is available for employees to use as they would another Slack or Teams channel.



EMAIL (i.e., Gmail or Outlook): Barista is configured to intercept email, read it, and then answer it or create a ticket. An employee can continue to email the help desk as normal and Barista will respond to their questions.



SERVICE PORTAL/INTRANET Espressive supplies customers with the html code to create a widget on their service portal or intranet pages. When an employee asks Barista a question via the portal widget, Barista will automatically open up in a browser and respond.



QR CODE QR codes can be scanned to launch workflows directly in Barista. Typical QR code use cases include reporting a problem in a conference room or with a shared resource.

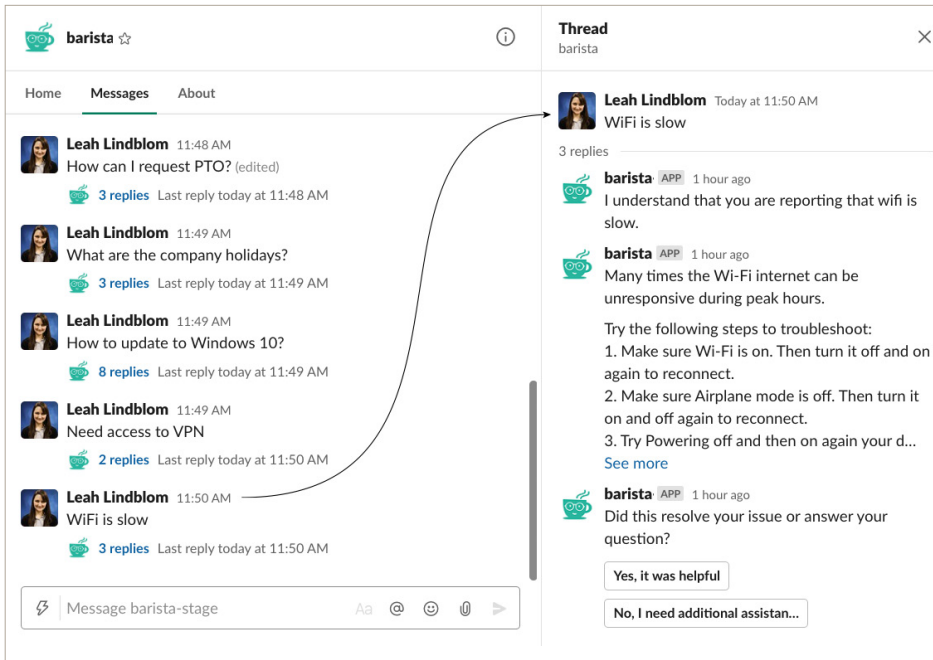


PHONE Phone intercept can occur through an on-hold message instructing employees to try Barista for a quicker response, or it can be automated through integration with an IVR system using one of these methods:

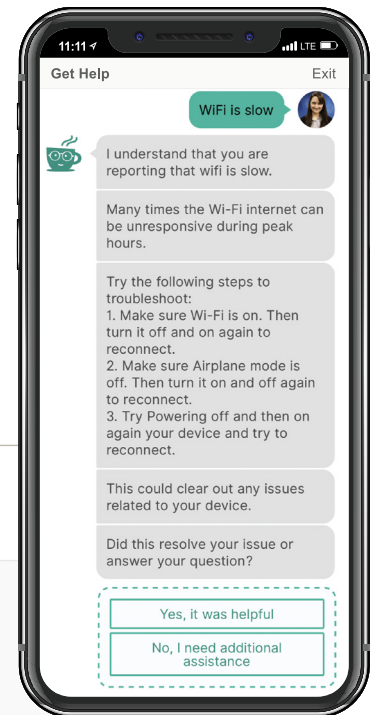
1. A notification can be sent across a number of different channels (e.g., push, SMS, Slack, Teams, email) to any employee who gets placed on hold. The employee would then click on the notification link and be taken directly to Barista.
2. Customers can configure their IVR systems to offer Barista as part of a voice prompt, which sends a notification when selected. When they click on the notification, they are taken to the Barista Get Help interface or to a specific Barista workflow (e.g., password reset).

Barista Channel Examples

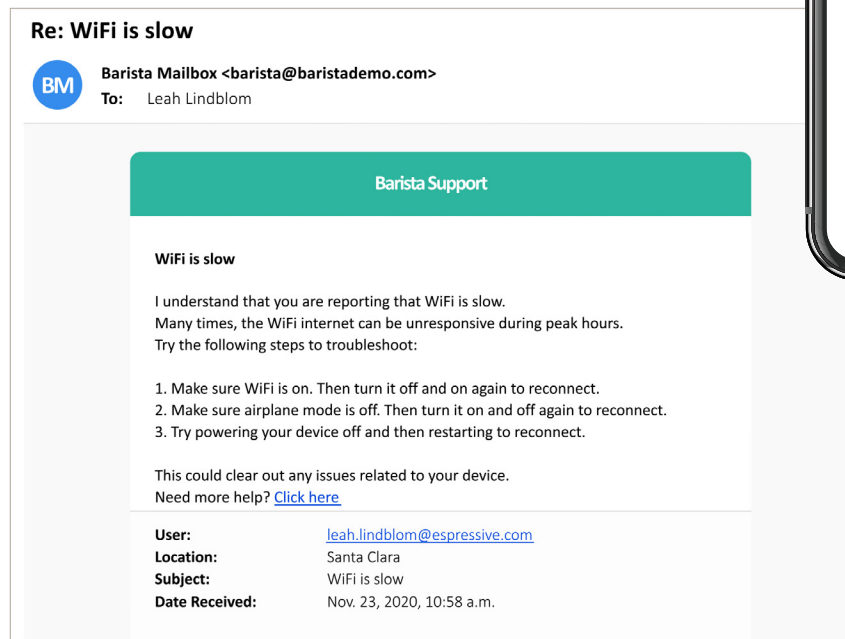
Barista Slack Interface



Barista App Interface



Barista Email Interface



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](#).