Espressive Barista on Slack

Espressive Barista, our AI-based virtual support agent, automatically resolves help desk questions and now integrates seamlessly with Slack as a native app. Your employees can access Barista two different ways within Slack. First, they can ask Barista questions via a direct message. In addition, employees can access Barista through a public channel. Barista monitors and answers questions in public channels, deflecting or opening tickets on behalf of employees so your help desk agents don't have to. No matter how employees access Barista, they can go to their Barista Homepage within Slack to view information about pending requests and approvals as well as to view announcements at any time.

Increase Your ROI with Slack

Organizations have embraced Slack as their primary collaboration tool and are looking to leverage this platform as a means for employee to get self-help. Espressive believes that Slack is a great new channel for employees to get the answers and assistance they need, but if not done right, it can lead to an increased workload for an already overworked help desk team as they monitor public channels. In addition, without the right tools, there is a potential for loss of visibility and metrics which are necessary for success. So instead of improving your return on investment (ROI) in Slack, it can actually decrease.

Barista delivers a best-in-class native experience within Slack, automating all employee requests and enabling help desk agents to stop monitoring public channels with confidence. Barista also provides comprehensive analytics so you can understand the health of your organization, the productivity of your service teams, and employee sentiment overall. With Barista, both your help desk agents' productivity and your return on investment are improved.

Increase Employee Adoption With An Omni-Channel Approach

If Slack is your primary collaboration tool, chances are your employees will be excited about having Barista answer all of their questions there. But if your organization is like many others, shifting people away from their habits of email or calling the help desk has been a challenge. Barista has a unique omni-channel approach that meets your employees wherever they are, which enables you to maximize adoption. Omni-channel accessibility also ensures you have continuous help desk coverage, even when Slack experiences downtime.

In addition to being available as a native app on Slack or Microsoft Teams, 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, they can even reach Barista via email and phone. We have found that when our customers implement multiple channels to Barista, they achieve higher call deflection and higher employee satisfaction.

Key Barista Features Within Slack

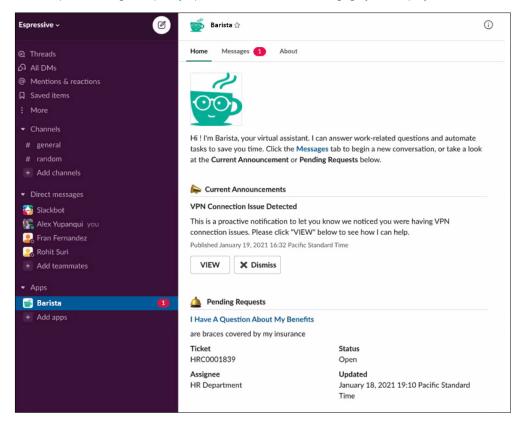## Barista Homepage Within Slack

While Slack is a great collaboration tool and can be used for employees to ask IT (and other functions) questions, it works best when answers are provided in real-time. But what happens when the service desk needs to open a ticket for the employee? How is the employee able to track or engage with pending requests?

With Barista, employees can easily see their pending activity via the industry-first Barista Homepage within Slack. With the Barista Homepage, employees can now view and engage with their pending requests, approvals, and announcements. This makes it easy for employees to find the information they need, check the status of an open request, or even interact with a service desk agent, without ever having to leave Slack. All features within the Barista Homepage are configurable by your Barista admin.

PENDING REQUESTS From the Homepage, an employee can see the status of their pending requests. If a request requires additional information, or if the employee wishes to interact with a service desk agent, they can jump back into the original thread to respond, without having to leave Slack.

APPROVALS If an employee needs approval for a request, Barista will send a notification to the approver's Barista Homepage. From there, the approver can validate the request without having to leave Slack and the requesting employee will be notified.
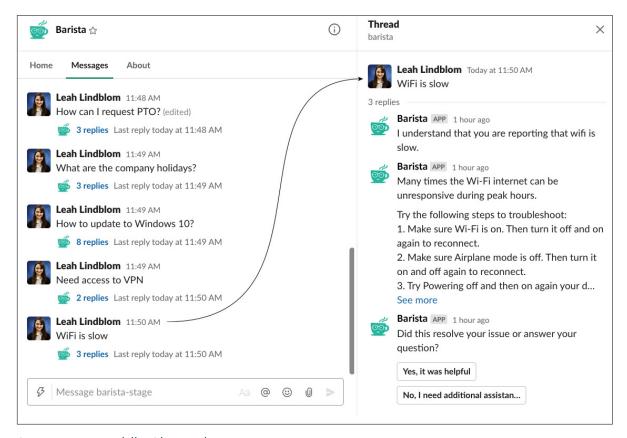
ANNOUNCEMENTS & SURVEYS You can use Barista to notify employees via Slack when there are company-wide announcements, such as power outages or policy updates. Barista can also engage your employees via an interactive survey.

Support For Direct Messages

Once employees have added Barista as an app in Slack, they can send Barista a direct message in the private channel. Barista supports threads in Slack, so when Barista responds to an employee question, it will appear as a reply in a thread dedicated to that question. If they have a new question, they simply ask Barista and a new thread will be automatically created.

The ability to enable direct, private message is particularly important for departments that manage highly sensitive content (e.g., HR, Payroll), where employees should not ask questions in a public forum. Slack's direct messaging capabilities ensures that every service team can embrace Barista through Slack without compromising their mission.

Support For Public Channels

Help desks often have separate public channels within Slack where employees can ask questions and get support. Prior to Barista, your help desk agents had to monitor public channels to respond to questions, which was time consuming and costly. When you integrate Barista into Slack, Barista will monitor public channels, so your help desk agents don't have to. Barista can monitor as many public channels as you want and can be configured to respond to employee questions in a number of ways:

1. Allow employees to ask Barista questions directly by including "@Barista" in the text;

2. Barista can politely engage by reminding employees that Barista is available to answer a question based on predefined keywords;

3. Barista can auto respond whenever questions are asked.

For public channels, Barista also has safeguards built-in: when questions are asked that might not be suitable for a public channel (i.e., bereavement leave), Barista will prompt the user to move the conversation into a direct message.

Proactive Resolution

Barista can send proactive notifications through Slack, which can remind employees to complete certain tasks, including updating their password or upgrading their laptop. These notifications can also be used to follow-up with employees on tasks they never completed, such as a security training they started but did not finish.

Metrics Available Within Barista Reports

Traditionally, when IT monitors a Slack channel, unless specific action is taken by the IT team, there is zero visibility into any metrics, such as ticket deflection or how long a service request takes to be completed. With Barista on Slack, all metrics are available through the Barista Interactions Dashboard, so management has visibility into employee self-help metrics on the Slack channel. If your employees can access Barista through multiple channels, such as through Slack and email, you can compare all channel metrics in the Barista Interactions Dashboard, as well as view metrics for each channel separately.