

Aisera AI Service Desk

Deliver exceptional employee experience and maximize productivity while cutting business and IT service costs

Dramatically transform your employee experience with Aisera's AI Service Desk that auto-resolves user support requests using Conversational AI, Conversational Automation, and AI Assist. Aisera continuously learns from ongoing and past conversations, requests, tickets, knowledge base, and agent feedback to completely automate the resolution of service issues.

The solution is purpose-built for IT, HR, Facilities, Sales, and Operations. Aisera plugs right into existing systems: ticketing, enterprise applications, knowledge bases, IVR & live chat systems. By automating service operations, Aisera dramatically accelerates diagnosis and resolution times, enables user self-service, and reduces service desk costs.

75%

Auto Resolution Rate

90%

Reduced MTTR

80%

Improved Employee Productivity


90%

Cost Savings

Aisera Customers

DARTMOUTH Dave Chegg Grant Thornton NJ TRANSIT Quizlet ZOOM



 Grant Thornton
Chris Stephenson
CTO

“Our main driver to partner with Aisera was to achieve scale. Aisera has helped us to improve our employee satisfaction as well as enhance the employee experience overall!”



Chegg
Brian McGuinness
VP of IT Operations

“84% of Chegg’s requests handled by Shelly were resolved to our satisfaction. Thanks to Shelly, Chegg’s global service desk technicians can better focus on solving complex issues and proactive support.”

Key Use Cases

IT



Software Access
MS Teams, Slack, Webex, Salesforce, Zoom, Adobe

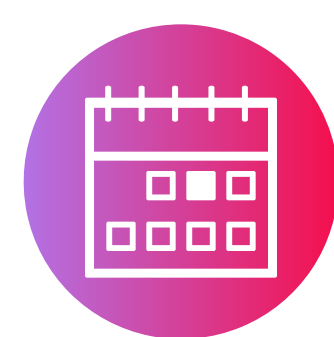


File Access
G Suite, Office 365, Microsoft One Drive, Box



Account Access
Add/Remove access, Account Lockouts, Password Reset

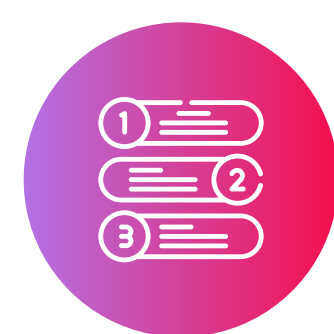
HR



PTO Management
Create, View, and Update Time Off Requests

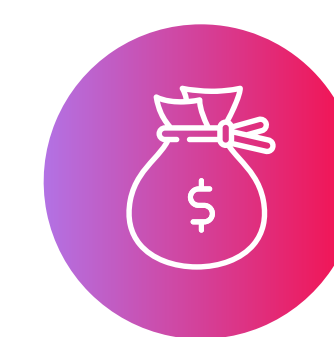


Payroll Management
Tax Withholdings, Direct Deposit, W2, 401K



Employee Onboarding
Software access, Compliance and Security trainings

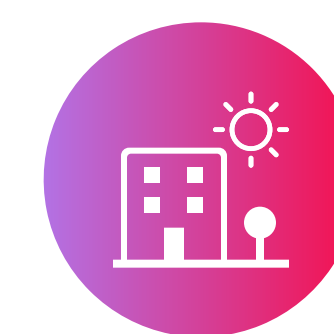
Business Services



Finance
View Stock Options, View Tax Info, Compensation Questions



Legal
View NDA Forms, View/Update Patent Records



Facilities
Badge Access, Conference Room, Office Equipment



Scan to get your free AI Assessment!

Key Capabilities

Conversational AI

Global taxonomy and ontology provides a 5B+ pre-built intent library and 1T+ phrases for unsupervised NLU, NLP, and NLG auto-resolution

Conversational IVR

Advanced Conversational IVR experience by integrating with systems such as Avaya, Genesys, Cisco, Nice in Contact, and 8x8

Ticket AI and Conversational Assist

AI-driven ticket classification, assignment, and routing with autonomous and auto-assist modes for ticket resolution, recommendations and next-best actions

Conversational Automation

Pre-built and integration with third-party service catalogs offer support for 1200+ workflows that automate complex processes.

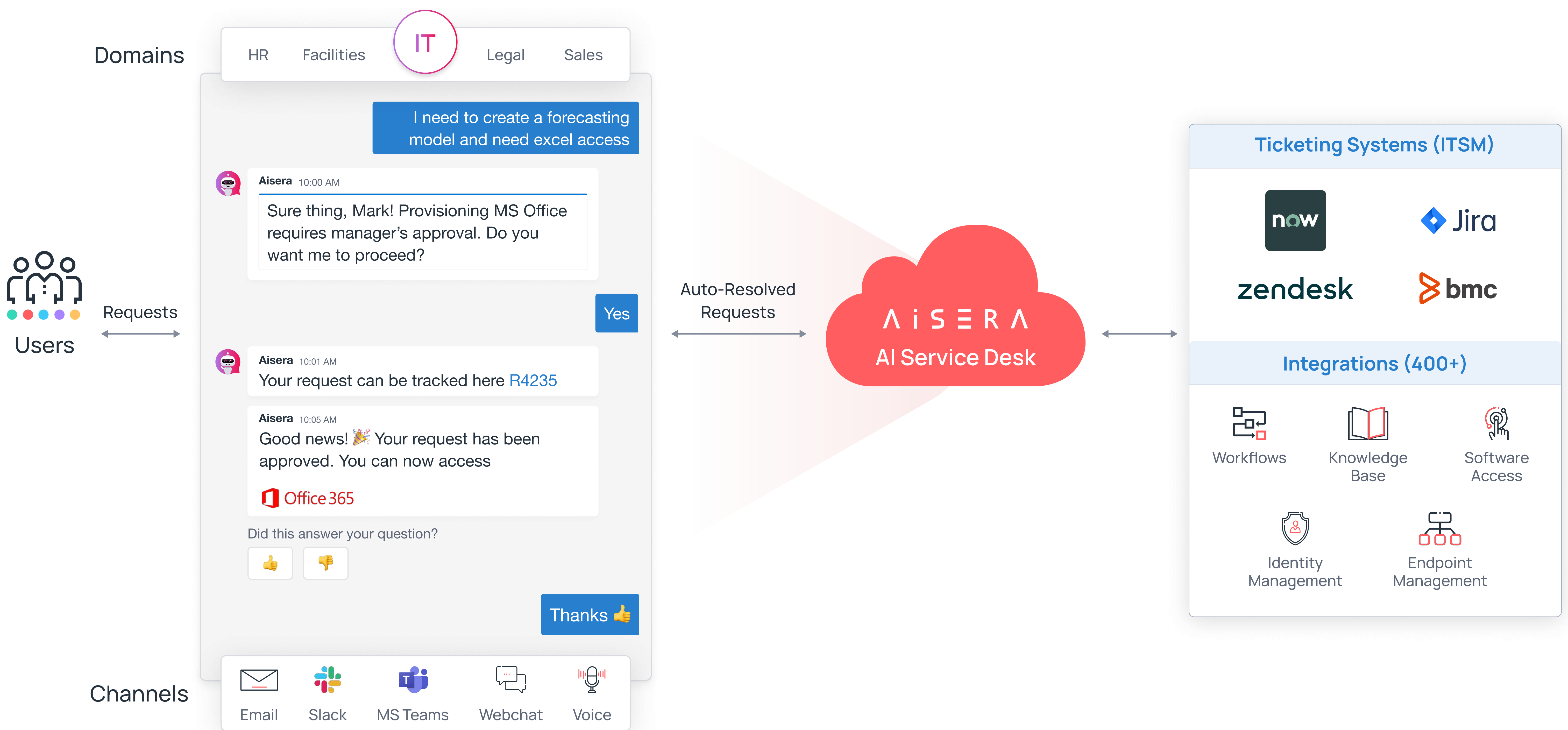
Omnichannel Chatbot Experience

Multilingual virtual assistant with conversational continuity across Microsoft Teams, Slack, WebChat, email and voice

AI Learning

AI library that continuously learns from conversations, tickets, and knowledge bases to provide day zero value without any prior experience or training

How It Works



Integrations

Integration with 400+ backend connectors and out-of-the-box reports and dashboards for advanced analytics and insights.

Software Access



Identity Management



Workflows



Knowledge Base



Endpoint Management



Ticketing Systems



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www.aisera.com