

“During these challenging times, NJT provides essential transportation to hospital workers, first responders, and others on the front lines. We partnered with Aisera’s AI Service Desk and Microsoft’s MS Teams in providing self-service to users, employees, and service agents to improve NJT operations, productivity, and user engagement.”

- Bilal Khan, Chief Technology and Security Officer

AI Service Desk for Employee Self-Service

Greater employee satisfaction for IT services on MS Teams

BACKGROUND

New Jersey Transit Corporation, branded as NJ Transit or NJT, is the nation's largest statewide public transportation system, providing more than 925,000 weekday trips on 253 bus routes, three light rail lines, 12 commuter rail lines and through Access Link paratransit service. NJT is vital to essential workers on the front lines of the Coronavirus response. NJT employs a support workforce of more than 12,000 people across New Jersey, Pennsylvania, and New York. The importance of maintaining a smoothly running, reliable and cost-effective IT infrastructure for this key resource cannot be overemphasized. To resolve a flood of tickets, NJT was looking for an easy-to-use, scalable Conversational AI solution that could integrate seamlessly with existing systems.

PROBLEMS AND CHALLENGES

NJT faced operational challenges in the form of high agent costs and resource constraints. These issues manifested in poor customer experience and sub-optimal agent productivity, with Mean-Time-to-Resolution (MTTR) often extending over several days. Operational inefficiencies made it difficult for employees to gain quick answers to even the most routine and common IT questions. Overall agent productivity suffered as a result, with key use-cases like employee onboarding proceeding inefficiently due to lack of automation and self-service. The IT team also lacked the ability to identify and resolve gaps in the existing IT knowledge base—another concern that negatively impacted agent productivity and the employee experience.

ENVIRONMENT

Examination of the technology environment revealed that improvements were needed. Inability to auto-resolve support requests had resulted in a logjam of tickets reaching and overwhelming the support desks, slowing response, and frustrating employees—not to mention overburdening the agents themselves. Only fifty support agents were tasked with handling a ticket volume of over 5,000 per month, with operations conducted in BMC Footprints and communicated across the channels of MS Teams, webchat, and email. Agents accessed Microsoft SharePoint for knowledge. Self-service was the key to raising efficiency and reducing ticket volume, which would then resolve other issues such as long customer wait times and lack of user self-service.



\$1 million in reduced support costs and 70% improved employee experience



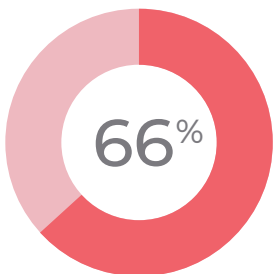
SOLUTION

NJT launched Aisera, known internally as “Travis,” to employees across multiple channels including Microsoft Teams and powered by Conversational AI and Conversation Automation, which automates dialogue flow for repetitive tasks across applications, actions, and workflows. That capability delivered instant improvement and value, with employees able to receive relevant answers to their questions in seconds rather than days. At any point of time, conversations were seamlessly escalated to an agent through the auto-creation of a tickets. The top IT requests tasks that Aisera automated included access to applications, hardware requests, password reset, onboarding, help with the VPN, and automated ticket management (creating, updating, and resolving). Aisera enabled help with VPN Active Directory as well as complete integration of their BMC Footprints application.

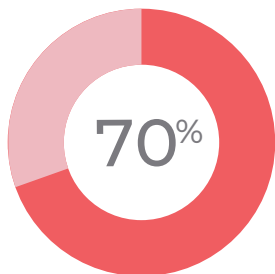
- Self-service, ticket deflection & seamless handoff
- Proactively identify area for expansion of IT knowledge base
- Automated ticket creation & resolution

RESULTS

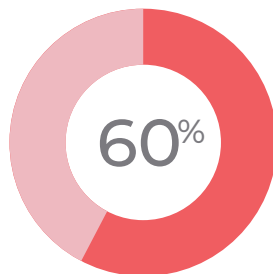
The benefits of Aisera’s AI Service Desk were instantaneous and undeniable. Agents saw an immediate drop of over 66 percent in IT support requests as users quickly got up and running to automate self-service for the majority of routine requests and manual tasks. In fact, MTTR shrank to less than a minute with a great many of these needs. This dramatic change reflected as well in a 60 percent gain in agent productivity and a 70 percent rise in employee satisfaction (ESAT). Because Aisera was able to integrate quickly and transparently into existing knowledge and ticketing systems, NJT saw value from Day 1. The user experience, rather than being slow, frustrating and burdensome, became delightful thanks to Aisera’s AISM solutions.



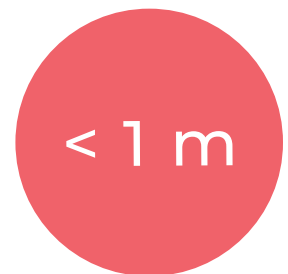
Auto-Resolution Rate



Increased Employee Satisfaction



Improved Agent Productivity



Average Resolution Time