

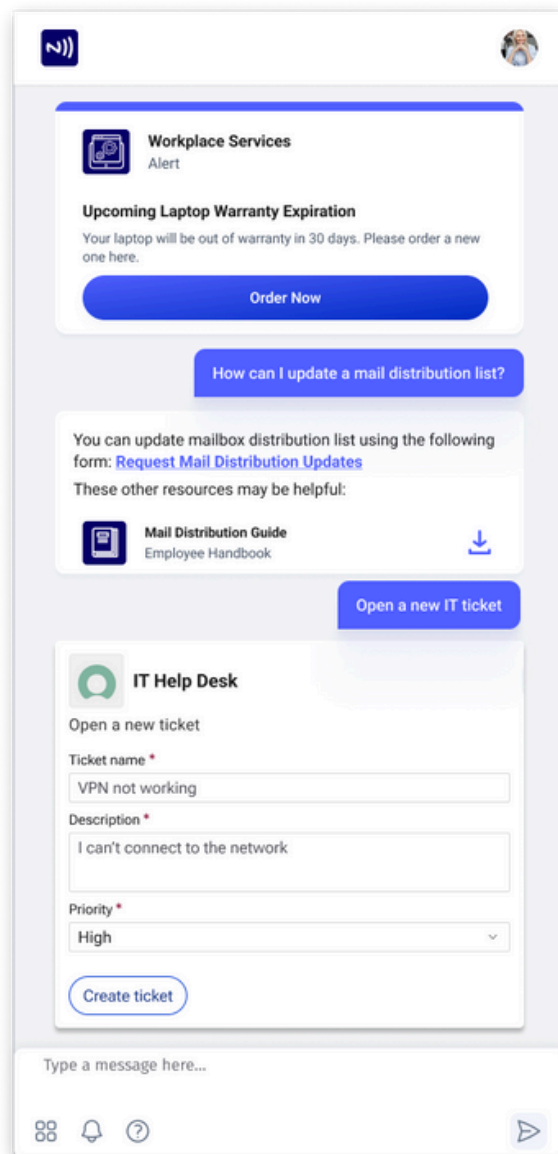
Automatically resolve IT issues and reduce ticket volume with an AI Assistant



Today's workforce faces a peculiar dilemma. Employees are spending an unnecessary amount of effort using technology to get their jobs done.

- **73% of managers** said tech gets in the way of employee productivity
- **74% of managers** can't process approvals in just one day
- **96% of people** said they experience digital friction

Reduce IT operational costs by automating IT issues and increasing self-service while improving employee productivity through a conversational AI interface.



The screenshot displays the Workgrid AI Assistant interface. At the top, there's a 'Workplace Services' alert for an 'Upcoming Laptop Warranty Expiration' with an 'Order Now' button. Below this is a search bar with the query 'How can I update a mail distribution list?'. The results show a link to 'Request Mail Distribution Updates' and a 'Mail Distribution Guide Employee Handbook' with a download icon. A button 'Open a new IT ticket' is visible. The 'IT Help Desk' section includes a form to 'Open a new ticket' with fields for 'Ticket name' (VPN not working), 'Description' (I can't connect to the network), and 'Priority' (High). A 'Create ticket' button is at the bottom of the form. A chat input field at the very bottom says 'Type a message here...'.

Achieve More with an AI Assistant

Workgrid's AI Assistant redefines IT agility by making it easier than ever before to perform tasks and retrieve information from across your organization with its user-friendly conversational interface.

AI Answers

Simplify access to frequently asked IT questions and requests. The Assistant can search across knowledge articles, third-party systems, and documents to provide employees with the precise answers they need.

AI Actions

Streamline IT workflows with an AI Assistant that can instantly provide support and resolve requests in less time, from software provisioning to password resets.

AI Notifications

Proactively alert employees to what needs their action or attention. Elevate notifications outside of email including system-related outages, status updates, and password expiry reminders.

Builder

Workgrid offers over 50 out-of-the-box app templates, 100+ pre-built data connectors, and a low-code builder to accelerate development of new conversational AI experiences that simplify tasks and enhance employee productivity.



AI Enhanced Self-Service Knowledge

Give employees a unified experience to effortlessly find the information they need across your knowledge articles and systems (i.e. ServiceNow). Unlike traditional search, the AI Assistant surfaces precise answers instead of links, helping employees resolve issues faster.



Helpdesk and Incident Management

Streamline helpdesk and incident management processes by allowing employees to submit, manage, and track incidents via conversational AI. The AI Assistant keeps employees updated until their ticket is resolved.



IT Approvals

Eliminate the risk of time-sensitive approvals getting lost in email inboxes and provide employees with a single-click experience for approvals across systems like SAP Ariba or ServiceNow.



IT Communications

Elevate important IT communications outside of email to keep employees in the loop in real-time including system-related issues, software upgrades, outages, maintenance windows, and security alerts.



Proactive System Diagnosis

Proactively help employees identify issues and offer real-time advice to enable early detection of problems - reducing downtime and minimizing disruptions in the workplace.



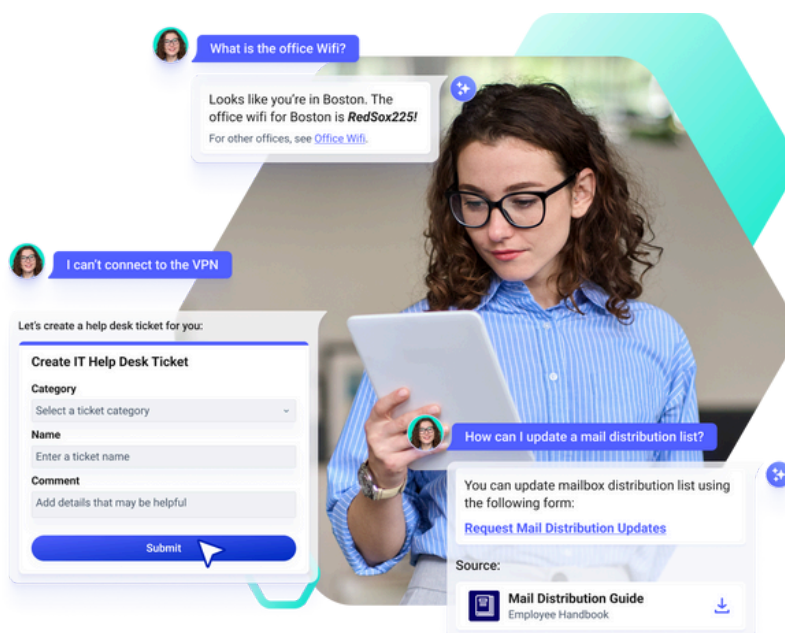
Service Catalog

Seamlessly integrate with your service catalog, enabling employees to request services, from updating distribution lists to ordering office equipment, through a single AI Assistant.



Software Provisioning

Assist employees with software requests by enabling the AI Assistant to provision automatically based on inherent permissions and privileges.



For a complete list of templates please visit workgrid.com/templates