

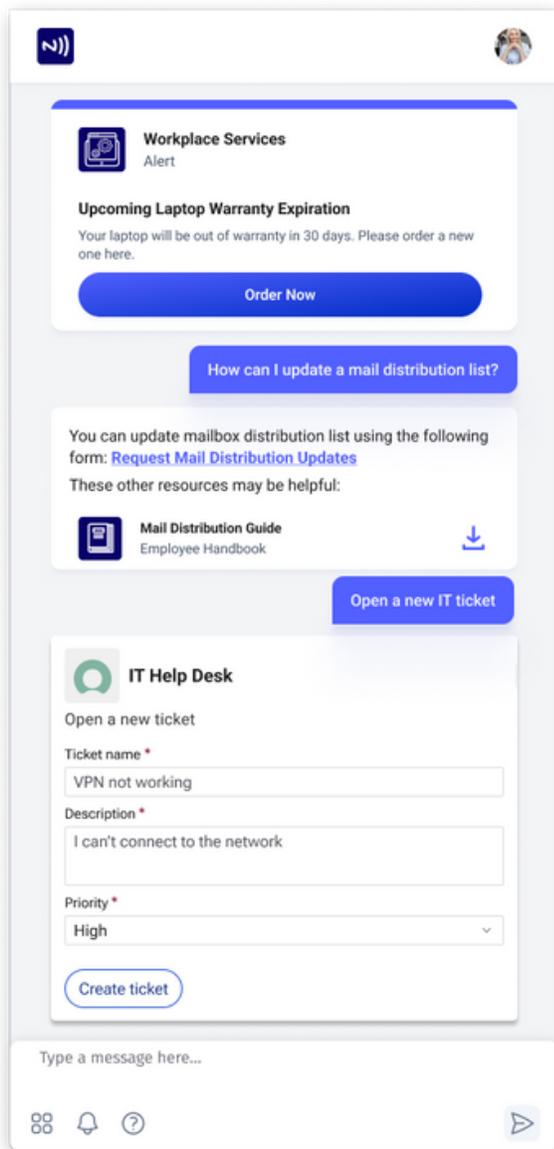
Workgrid for Information Technology



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

Enable IT teams and employees alike with a modern digital work experience that pairs simplified processes and self-service capabilities through a conversational interface.



The screenshot displays a mobile application interface for IT services. At the top, there's a 'Workplace Services Alert' section with a blue header and a white background. It contains an 'Upcoming Laptop Warranty Expiration' alert with a blue 'Order Now' button. Below this is a user query: 'How can I update a mail distribution list?'. The response provides a link to 'Request Mail Distribution Updates' and a 'Mail Distribution Guide' document. At the bottom, there's an 'IT Help Desk' section with a form to 'Open a new ticket'. The form includes fields for 'Ticket name' (filled with 'VPN not working'), 'Description' (filled with 'I can't connect to the network'), and 'Priority' (set to 'High'). A 'Create ticket' button is at the bottom of the form. The interface is clean with blue accents and a white background.

Achieve More with an AI Work Assistant

Workgrid's AI Work 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 information and accelerate ticket deflection with self-service access to policies and frequently asked questions. The Assistant can search through resources such as documents and systems to provide employees with the most relevant snippets of information.

AI Apps

Streamline the IT ticket management process, allowing employees to submit service tickets, add comments, close, or check for status updates via conversational AI.

AI Assist

Keep employees in the loop by delivering real-time personalized alerts. Elevate notifications for ticket status updates and system related issues, such as outages and updates, outside email with intelligent notifications delivered in the right place at the right time.

Builder

Rapidly deploy apps and conversational AI experiences to maximize adoption of business systems. Leveraging Workgrid's low-code platform, catalog of pre-built app templates, and data sources, users can deliver novel experiences for any use case across the digital workplace.



Helpdesk

IT Ticket Support

Streamline the IT ticket management process by allowing employees to submit service tickets, add comments, or check for status updates through conversational AI or the Assistant's app menu.



Incident Management

IT Case Support

Provide peace of mind to employees by notifying them when there is a change to their service ticket. Out of the box, this app integrates with Jira and ServiceNow to deliver notifications when a ticket is created, a status is updated, or an agent is assigned. All app features can be modified using the low-code builder.



IT Notifications

Change Management

Keep employees up to date on the status of their change requests with automatic notifications whenever an update occurs on the request ticket. Integrations with Zendesk and ServiceNow are available out of the box. All app features can be modified using the low-code builder.

One-time or Recurring Notifications

Elevate notifications outside of email, from workplace services messages such as warranty expiration dates to system-related alerts.



IT Approvals

Procurement Approvals

Eliminate the risk of time-sensitive approvals getting lost in email inboxes, reduce delays in manager approvals, and give employees back valuable time in their day with streamlined experiences for managing requests. Integrate with systems like SAP Ariba and ServiceNow to provide employees with single-click approvals accessible through the Assistant.



Knowledge Management

Knowledge Discovery and Self-service

Support employees in the moment they need it. Workgrid helps reduce handling time, responding to questions and actions directly in the flow of work. Free IT resources to make a greater impact on the organization as the Assistant handles common queries, actions, and tasks that quell tickets before they are created.

Chat to Documents and Knowledge Systems

Reduce context switching and time to find information with a single conversational interface to search across multiple data sources. Connect Workgrid to knowledge systems (e.g. ServiceNow) and documents (e.g. Employee Handbook) and the AI Work Assistant will leverage LLM technology to extract and summarize information for employees. Relevance ranking algorithms display results and related content or recommendations to help direct employees to the information they need, when they need it.



Service and Outage Alerts

Updates and Announcements

Ensure messages are seen and deliver notifications for updates and system related issues to keep employees in the loop in real time.