

QAlssist—Quantiphi's Intelligent Virtual Assistant (IVA) for Help Desk, revolutionizes help desk operations with advanced AI. It integrates seamlessly with Knowledge Management systems for efficient search and information retrieval, and manages tasks such as password notifications, account status checks, and general inquiries across ITSM platforms like ServiceNow, Remedy, Zendesk, and Salesforce.

Businesses face significant challenges in IT Help Desks, including inefficient manual processes, overwhelmed service teams, lack of actionable insights, and limitations of traditional IVAs. These issues lead to poor user experience and higher operational costs. A lack of insights further limits improvement.

Quantiphi's IVA for help desk offers 24/7, multi-lingual support to speed up productivity and improve user experience, while freeing IT resources to focus on higher-value tasks and enhancing efficiency.

The QAlssist Advantage for Help Desk

Improved Decision-Making

Make informed decisions with analytics dashboards in Quicksight or PowerBI, providing insights into user issues, capturing patterns, and summarizing interactions and trends for continuous service improvement



Reduced Operational Costs

Achieve up to 40% cost reduction by automating tasks and optimizing resource allocation



Scalable Support Operations

Scale support operations without increasing costs or resources, accommodating growth and demand



Enhanced User Satisfaction

Improve user experience with faster, personalized support, leading to higher satisfaction and loyalty



Minimized Downtime

Resolve account lockouts and password resets faster, reducing downtime and keeping systems running smoothly



Increased Productivity

Focus on complex, value-added tasks, boosting productivity and reducing burnout



Reduced Ticket Volume

Achieve up to 40% ticket reduction by automating creation, resolution, and updates through chat and voice, integrating seamlessly with Zendesk and ServiceNow, allowing teams to focus on complex issues and enhance efficiency

QAlssist provides KPI dashboards to track performance, identify pain points, and facilitate solution iterations, offering insights for data-driven decisions and continuous improvement.

Features



Password Management

Self-service resets, account status detection, and mainframe application support for seamless password management



Intelligent Search

Knowledge base integration for efficient self-service IT issue resolution through intelligent searching



Contact Center Integration

Integrates with CCaaS like Amazon Connect and other third party platforms for seamless transition to support personnel with full context and profile attributes detection



Interaction History

Comprehensive logging of interactions, transcripts, and metadata for historical reference and reporting



Identity Management & Authentication Integration

Robust security with SSO, SAML authentication, and various identity verification methods integration



Service Request Automation

Manages and automates requests for new software applications, hardware, peripherals, and exchange forms



Workflow Automation

Guides customers through predefined workflows for issue resolution, like clearing browser cache



Feature Management

Controlled release of updates using feature flags and maintenance mode for stable production

AWS Partnership



Amazon S3



Amazon Lex



DynamoDB



Lambda



Cloudwatch



Connect



Athena



Sagemaker



Polly



Comprehend



Bedrock

Your Data, Your Control: Custom or Packaged Solution Tailored for Your Needs QAIssist is deployed in your AWS account as a custom solution or quickly deployed as a pre-packaged solution.

Accolades



Over 10 years of experience in delivering enterprise grade solutions to our customers



Identified by AWS as one of the launch partners for Contact Center Intelligence Solutions



Recognized as AI/ML Partner of the year by AWS for our work in Machine Learning



Identified as only AWS Partner with dual Generative AI competency in software and service

Empower your sales teams and boost revenue with QAIssist: Book Your Introductory Session with Quantiphi

Reach out to



Paula Morton

AWS CX Transformation Practice Leader
paula.morton@quantiphi.com

