

Alssist Transform IT Support, Powered by Intelligent Automation

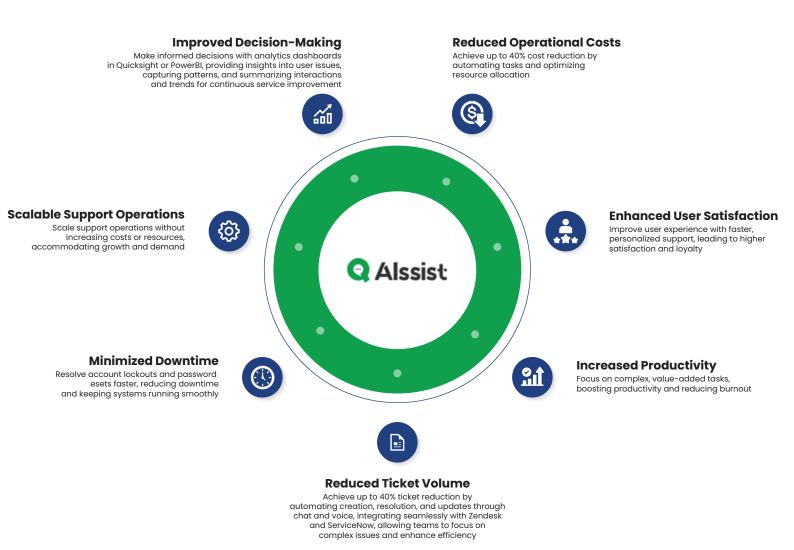


QAIssist—Quantiphi's Intelligent Virtual Assistant (IVA) for Help Desk, revolutionizes help desk operations with advanced Al. It integrates seamlessly with Knowledge Management systems for efficient search and information retrieval, and manages tasks such as password notifications, account status checks, 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 QAIssist Advantage for Help Desk



QAIssist 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 ssue 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



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Comprehensive logging of interactions, transcripts, and metadata for historical reference and reporting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



Management

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

AWS Partnership



Amazon S3

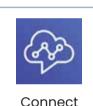






















Your Data, Your Control: Custom or Packaged Solution Tailored for Your Needs QAIssist is deployed in your AWS account as a custom solution or quickly deployed as a pre-packaged solution.

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

out to



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Quantiphi is an award-winning Al-first digital engineering company driven by the desire to reimagine and realize transformational opportunities at the heart of business. We are passionate about our customers and obsessed with problem-solving to make products smarter, customer experiences frictionless, processes autonomous and businesses safer.



