easyVISTA™

eV Self Help

Reduce Service Desk Call Volume – Deflect up to 30% of service desk calls with guided answers to the most common questions, issues, or service requests.

Accelerate New IT Technician Onboarding – Reduce learning time for new IT support technicians by 70% through guided support for common incidents.

Optimize Work Processes – Improve employee productivity by 20% with guided work for completing complex work processes.

Speed Up Training Time – Shorten employee training time by 50% with guided learning on new processes and/or job roles.

GETTING ANSWERS SHOULD BE *EASY*

PROVIDE THE ANSWERS EMPLOYEES NEED WITH INTELLIGENT KNOWLEDGE FLOWS

EasyVista Self Help is a powerful knowledge management platform that is designed to enable you to easily create, deliver and measure intelligent knowledge flows that empowers employees, customers and IT staff to get the answers they need easily, without contacting the service desk. Going beyond the traditional knowledge base article, EV Self Help creates an interactive knowledge experience that is dynamic and contextualized to a given user's needs. The knowledge flows allow users to interact with knowledge the same way they would interact with a human – with a conversational approach – enabling a more engaging experience for the user.

A KEY INGREDIENT FOR DIGITAL TRANSFORMATION

This innovative approach to creating and distributing knowledge improves engagement across the enterprise. The codeless knowledge studio allows you to easily deliver responsive web-based knowledge flows accessible on any device to everyone in the enterprise.

EV Self Help allows you to accelerate digital transformation across your organization by implementing an effective self-help strategy on a modern technology platform for any persona.

END USERS
Dramatically reduce level 1 tickets with **guided answers** by empowering your users to solve their own problems with interactive knowledge flows delivered where and when they need it.
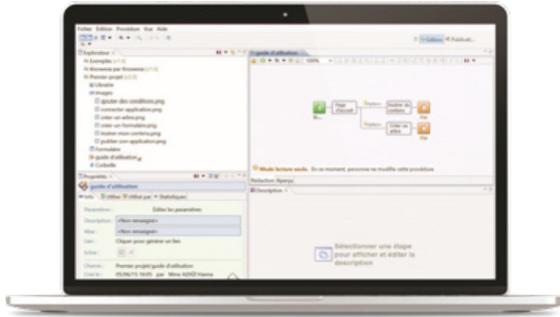
TECHNICIANS
Improve IT staff productivity while ensuring consistent results by providing them **guided support** procedures enabling them to resolve both recurring issues and more advanced problems.

NON-IT
Increase employee productivity with **guided work** and learning by documenting business and training procedures to simplify complex work processes and train on new processes or job roles.

CREATE DYNAMIC KNOWLEDGE FLOWS

A codeless studio enables non-technical business experts to design interactive knowledge flows that allow employees and customers to engage with knowledge in a more natural and logical way.

DELIVER KNOWLEDGE EVERYWHERE

Your users are on the move, and their knowledge needs to keep up. EV Self Help delivers knowledge flows using responsive web apps that allow easy access from any device. Individual knowledge flows can be easily integrated into portals, applications, communities and chatbot interactions.
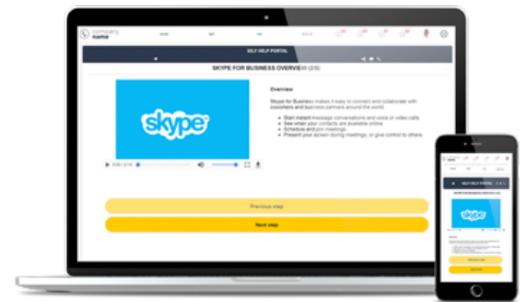
MEASURE THE SUCCESS OF YOUR KNOWLEDGE

Get advanced analytics by aggregating usage statistics and end-user feedback to optimize knowledge flows, ensure knowledge accuracy and implement continual improvement practices.

ABOUT EASYVISTA

EasyVista simplifies IT Service Management by making it easy to deliver and easy to use for today's enterprise. EasyVista's service management platform was created to help companies automate and personalize service delivery to improve IT efficiency and increase staff productivity. Today, EasyVista helps 1,200+ enterprises around the world radically improve service user experience, dramatically simplify and accelerate service creation, and reduce the total cost of IT service delivery. EasyVista serves companies across a variety of industries, including financial services, healthcare, higher education, technology, public sector, retail, manufacturing and more. Headquartered in New York and Paris, EasyVista is a rapidly growing global company backed by leading venture capitalists.

Learn more at www.easyvista.com

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