



**An intelligent automation platform to build and deploy purpose built Virtual Assistant for workplace support.**



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# Cognidesk 1.0

In today's modern workplace environment, providing a great workplace IT support helps define a positive culture of an organization. Once your employees are given proper support, the productivity increases, naturally. In a traditional IT support model, employees spend a lot of time writing lengthy emails or making long calls with the IT helpdesk.

Common support issues such as repairing or replacing an employee asset, adding colleagues to the distribution list, onboarding new users and providing access to business applications, both users and Help Desk are left with a pile of support requests backlogs causing a serious dip in productivity. Even retrieving a document or a simple password reset can be time consuming taking a nose dive in productivity.

Managing an IT help desk can cost a lot of money to companies as companies spend an average of \$14 per support ticket or call to Help Desk, without any ROI. And often putting IT managers under endless performance pressure as well.

The ultimate challenge for companies today is how to digitize this legacy approach using latest technologies, provide support anytime and anywhere to users, freeing up expensive IT resources, and all this whilst lowering the cost. The task seems impossible.

## What is Cognidesk?

Cognidesk is a cognitive workplace automation suite designed to transform the way companies provide workplace IT support to employees. Cognidesk helps companies purpose build an efficient Virtual Assistant with RPA capabilities to resolve repetitive workplace issues and service requests.

# Cognidesk Capabilities



## Automation creator

Create new automations using an intuitive creator to automate custom workplace process.



## Automations Catalog

Contains prebuilt automations that are easy to customize and execute workplace process.



## Dialog creator

Design logic-driven dialogues for end-users to raise and resolve workplace issues via Virtual Assistance



## Artificial Intelligence

Cognidesk leverages IBM Watson which delivers powerful conversation capabilities for Virtual Assistant.

# Differentiators

Jump start workplace automation using pre built automation “catalogue” lego blocks.

Incremental value with new features and continuous innovation in Cognidesk

Reduce development, maintenance and lifecycle risks using a Low Code/No Code platform.





## Reduce Costs

Lower your IT help desk cost by automating repetitive tasks and process with cognitive automation.



## Improve user productivity

Boost employee productivity by reducing wait and follow-up time, instead of spending hours on calls to IT help desk.

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# Supercharging Benefits

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## Digital experience

Users can rely on their favorite digital chat channels for quicker workplace support.



## 24/7 Virtual support

Build Virtual Assistant to provide round-the-clock support to your employees anywhere any time.

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