

# Is your IT help desk overloaded?

Use AI to hyper-automate answers for your employees in hours



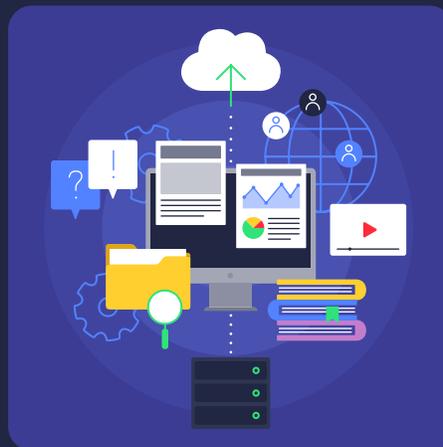
## Support organizations are struggling to keep pace with proliferating tools

At companies today, employees are using more SaaS tools than ever. Meanwhile, content and knowledge bases are expanding faster than IT help desks can keep pace with.



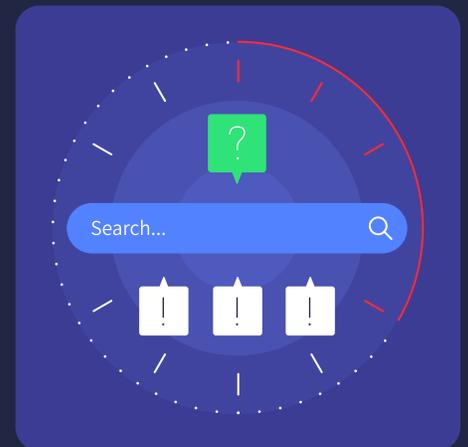
### 364 SaaS applications

The average number of these tools used by enterprises, with more than half being purchased and used by business units directly.<sup>1</sup>



### Growing knowledge bases

They include corporate websites, team Microsoft SharePoint and Teams sites, business databases, and more, hosted on-premises and the cloud.



### 5 hours a week

The time employees spend searching for documents, while gathering information takes an additional seven hours.<sup>2</sup>

1. BusinessWire

2. IT Glue

## Service suffers when IT help desks get overwhelmed

With too much digital noise, service suffers. Unhappy users wait longer for help and may not get their questions answered. As a result, key performance indicators (KPIs) decline.



### INTERACTIONS HANDLED

How many chats, calls, emails IT support agents handle.



### FIRST REPOSE TIME

An agent's ability to resolve an issue the first time.



### AVERAGE SPEED OF AN ANSWER

The average time an agent takes to answer an inbound question.



### AVERAGE HANDLING TIME

The time an agent spends completing a single interaction.



### AVERAGE ABANDONMENT RATE

The number of interactions that are abandoned, due to long wait times and other issues.

## Why most chatbots won't solve IT help desk problems

Chatbots are a boon to IT help desks. They provide 24/7 support and offer immediate help to users. But they aren't a panacea for all problems.



### CHATBOTS ARE GOOD AT:

- Engaging customers
- Searching structured records
- Providing transactional service

I forgot my password.



Here's an FAQ on how to reset your password.



### CHATBOTS ARE NOT GOOD AT:

- Automatically learning your knowledge base
- Searching and surfacing deep or highly technical content
- Providing exceptionally accurate answers

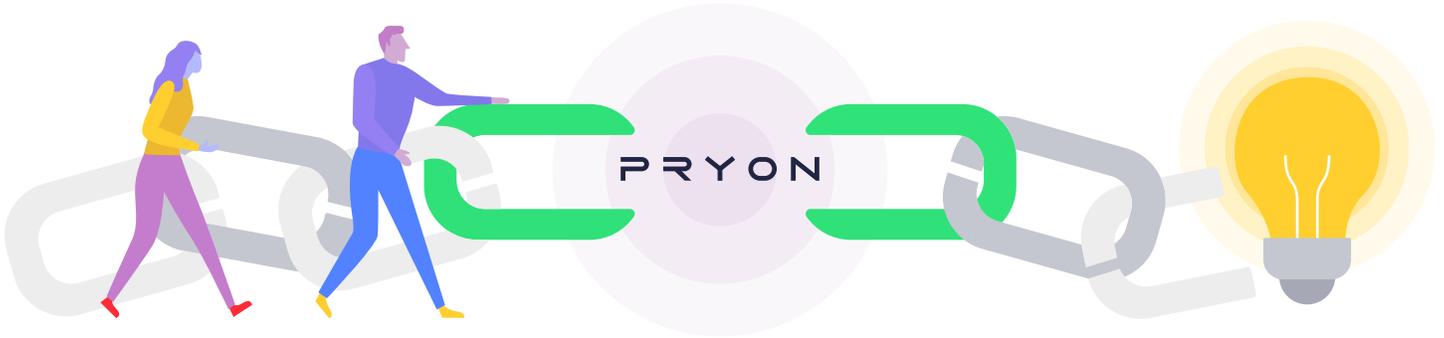
Can you tell me what error code XYZ means and how to address it?



I'm sorry. Can you rephrase that question more simply?

## There's a better way to use AI to improve help desk service

AI becomes better at solving problems when it's paired with natural language processing (NLP) and vision-based technologies. Pryon is the missing link in helping IT help desks maximize the full power of their growing knowledge bases.



### The Pryon platform:



**LEARNS YOUR ENTIRE KNOWLEDGE BASE IN MINUTES**

Anyone can deploy our AI algorithm, which masters the most technical or extensive knowledge bases easily.



**DELIVERS HIGHEST ACCURACY ANSWERS LESS THAN ONE SECOND**

Deflect more calls and conversations by providing the highest accuracy answers quickly.



**IMPROVES YOUR KNOWLEDGE BASE OVER TIME**

The more you use Pryon, the better quality your content becomes.



**IMPROVES CUSTOMER SATISFACTION**

Provide the right answer quickly on the first interaction, avoiding escalating costs and customer frustration.



### Choose Pryon to supercharge IT help desk support

The future of IT help desks is self-service. Some **40%** of Internet users prefer to interact with AI rather than agents.<sup>3</sup>

Deliver better IT help desk support — starting today. Connect with us at [pryon.com/transform](https://pryon.com/transform).

3. [Business Insider](#)