SBA 8(a) Certified

UVS INFOTECH

Robotic Process Automation | FedRamp Gov Cloud Provider | Identity & Access Management

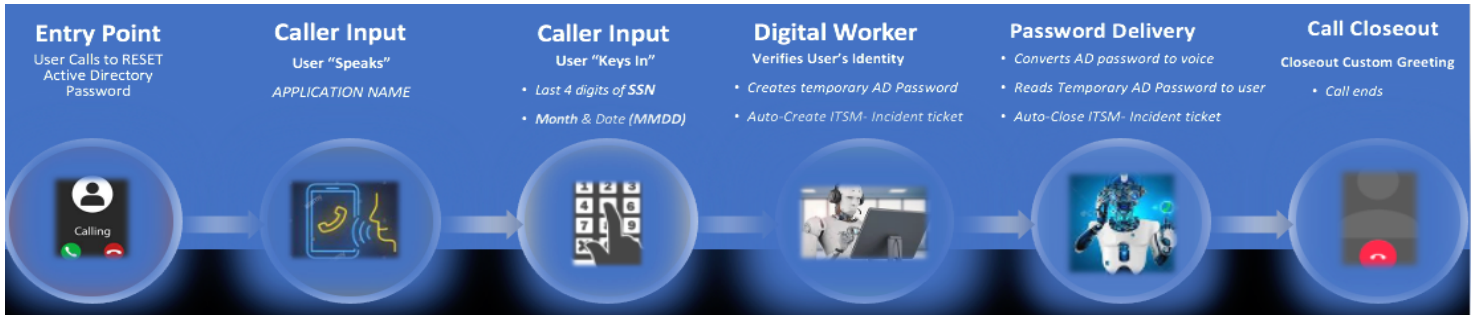
ITSM HELPDESK AUTOMATION

Artificial Intelligence / Machine Learning /RPA Solution

Problem Summary:

UVS' client had an urgent need to automate their IT Helpdesk due to overwhelming number of calls received for Active Directory password reset process. Client's existing manual process overburdened their IT Service Desk team during peak business hours.

The heaviest phone call volume occurred to UMMS' Helpdesk during organization's bi-weekly payroll run for its 49,000+ employees. **The high call volume resulted in average wait time of 45 minutes.**



UVS Solution:

UVS successfully implemented Robust Intelligent Automation solution that leveragaes the power of Artificial Intelligence, Machine Learning to provides a no-touch password reset functionality to the users without altering the existing manual Helpdesk process.

While none of the RPA solutions have the capability to answer phone calls, being Google Partner, UVS was able to custom build the front end of the solution using Google DialogFlow and deployed the complete solution through the following steps (also depicted in the pictorial view above):

- UVS' automated Voice system answers the User Call
- Collects user attributes provided by user through voice
- Converts attibutes from Voice-To-Text
- Validates User's Identity and automatically create the Helpdesk Incident Ticket
- Resets User password Temporary password
- Provides the Temporary Password to the caller and automatically close the Incident Ticket

Since go-live client has added 60+ Active Directory applications to the solution!

Benefits and ROI:

- **Efficiency**: Immediate and Measurable
- **Accuracy**: Immediate and Measurable
- **Auditability**: Across the solution
- Process Standardization
- Real-Time KPIs: 97% Success Rate
- Machine Learning improves KPIs consistently

Average Project Implementation Timeline: 3 months

Expect Agility & Certainity

603, 7th Street, Suite 302, Laurel, MD 20707

(301) 725-4500 www.UVSIT.net fedbiz@uvsit.net (410) 218-7656