

Boost 360° Employee Help Desk Support Services with Workelevate Chatbot

Know how Workelevate, a digital workplace service automation platform with support services, facilitates a Rule-based Chatbot for - automating responses, providing 24x7 support and elevating employee experience amid hybrid work.

Noida, Uttar Pradesh Feb 18, 2022 ([IssueWire.com](https://www.issuewire.com)) - Businesses are facing multiple demands to meet both customers and organizational needs. The growing number of channels and contact points create a communication cluster, consuming more time and effort. Service desks are getting overworked with numerous enquiries while the ageing tickets take time to resolve. For an enterprise to overcome these challenges, it's essential to adapt technologies that not only simplify communication but also maximize service desk performance. The [Digital Workplace Service Automation Platform](#) - Workelevate streamlines employee support services seamlessly through a rule-based chatbot that enables faster ticket resolutions, automates repetitive requests, and provides one-click remediations to end-users. Following an omnichannel approach, it enables employees to access support through the channel they prefer. Having integration capabilities with SaaS applications and messaging platforms, the rule-based chatbot acts as a support companion for employees working hybrid.

Only crucial service requests demand human intervention while routine queries are taken care of. Hence, it is backed by live remote agents active 24x7 to maintain digital workplace uptime. It reduces the dependency on service desks and empowers the workforce with robust IT performance. For businesses who have tried help center solutions, FAQs, and live chat services before, a rule-based chatbot is a faster and cost-friendly solution that does not deflect end-users but resolves their issues instantly. Workelevate is leveraging and constantly improving the omnichannel chatbot to empower IT, HR, and Customer Service Desks. Workelevate platform with remote live agent support resolves up to 80% of tickets with zero-touch, helping businesses reduce their cost and save a lot of time. Built and managed by Progressive Infotech - the SaaS / On-premises platform is secure, scalable, and intuitive for all types of business users.

About Progressive Infotech

A Digital Workplace Service Transformation company, [Progressive Infotech](#) specializes in Automation-led employee support services and full-stack Infrastructure Services with unparalleled expertise of over two decades. With a position on the Gartner Magic Quadrant, it helps enterprises future-proof their digital workplace by providing employee-centric services. Encompassing more than 1000+ professionals, 150+ active clients, and an integrated 24x7 operation centre - Progressive manages technology, talent, and tools to ELEVATE end-user experience and keep your digital infrastructure always on and always available.

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