

Workelevate Set to Take Employee Support Services to Next Level

Businesses are turning to automation-led employee support services to keep up with the hybrid work model, cut costs, and elevate employee experience. Know how Workelevate is making it easier by adding human-driven IT support levels to the platform

Noida, Uttar Pradesh Feb 25, 2022 ([Issuewire.com](https://www.issuewire.com)) - It's no secret that remote work and a hybrid working model are here to stay. As businesses continue to evolve and adjust to a new normal, it will be crucial to remain communicative and available to help employees troubleshoot any IT issues. In other words, it's high time for enterprises to embrace automation-led employee support services and enable a competitive digital workplace experience.

Automation can eliminate manual and repetitive processes, reduce your risk of downtime, and get you back a whole lot of hours in the day. Enterprises need to leverage an automation-led approach as it's cost-efficient to your business by having one platform take care of your overarching employee support needs, from IT to HR and field, helping employees improve customer experience.

Workelevate is a digital workplace service automation platform built by Progressive Infotech with over two decades of expertise in end-user experience management. It encompasses a - conversational chatbot having integration capabilities to resolve employee IT service requests instantly, providing one-click troubleshooters.

Workelevate is packed with features like - self-service, IT self-healing, preventive, and proactive maintenance – for employees to self-help and reduce dependency on service desks. The platform seamlessly performs Active Directory User Management and streamlines password resets and account unlocks hassle-free. From software and printer provisioning to resolving issues like Blue Screen of Death (BSOD), the digital workplace service automation platform has numerous use-cases that service desks often find troublesome.

By using a digital workplace service automation platform with humanized support assistance, businesses no longer have to deal with routine issues so employees can focus on their day-to-day efforts. Workelevate meets the demand for exceptional employee support, both on-site and remote. Users can opt for live remote agents and on-call / on-site expert support. The platform and support services together resolve 100% of tickets that lead to cost optimization and elevated employee experience above all.

Some of the top global and Indian enterprises across industries have adopted Workelevate for streamlining employee support services efficiently. The platform with support services has been helping the businesses solve their hybrid work challenges and provide omnichannel support for IT, HR & field operations – anytime, anywhere.

About Progressive Infotech -

Progressive Infotech specializes in Automation-led employee support services and full-stack Infrastructure Services with an expertise of over two decades in end-user experience management. Positioned in the Gartner Magic Quadrant, the firm helps enterprises future-proof their digital workplace by providing employee-centric services. Encompassing more than 1000+ professionals, 150+ active clients across industries, 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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