



Intelligent Service Desk Operations

Conventional service desk operations are evolving quickly with the advent of Artificial Intelligence (AI) techniques like Machine Learning (ML) and Natural Language Processing (NLP). These concepts are now being embedded into operations management activities, using intelligent automation to derive insights, understand user requests, learn business rules and automatically take the appropriate action without human intervention.

Syntel Solution

To help our clients keep pace with advancements in service desk operations, Syntel has augmented our traditional service desk capability with intelligent automation and AI powered by the SyntBots® automation platform. Syntel's **Intelligent Service Desk** provides end-to-end ownership of your most common service desk requests, ensuring the shortest possible time until closure.

Our services include the most frequent types of requests, like account unlock, password reset, access management, new employee onboarding, software installation, and provision of additional computing and storage resources — all handled virtually instantly, without any human intervention.

Solution Highlights

- Enables your teams to stay lean while handling larger ticket volumes
- Automatically captures and logs incoming requests, categorizes and routes them to specific technicians based on skills
- Automatic, rule-based prioritization
- Automatically applies closure dates and workflows based on SLAs
- Documents successful fixes to leverage later in a Known Error Database (KEDB)
- Automatically triggers user communications for escalation, resolution, information requests, etc.
- Generates reports and dashboards based on issue and service-related metrics

PRACTICE HIGHLIGHTS

- 12,000+ person years of experience
- 1,000+ IT infrastructure professionals
- Delivering managed services for 30+ Fortune 1000 clients
- Managed service accelerators to improve availability, agility, and efficiency

Machine Learning		Natural Language Processing
<ul style="list-style-type: none"> ▪ Automated Remediation Uses bots to respond to an event, ascertain the scope of a situation, record a diagnosis and take steps to fix the underlying problem. 	<ul style="list-style-type: none"> ▪ Recurring Issue Detection Analyzes and scores all events, enabling operations teams to see similar events in the past, along with root causes and resolutions. 	<ul style="list-style-type: none"> ▪ Automatic Request Categorization Uses past trends to classify and categorize incoming incident tickets and email requests without human intervention.
<ul style="list-style-type: none"> ▪ Automated Noise Reduction Analyzes tickets in real time and sorts out irrelevant information, helping operations teams focus on high priority, legitimate requests. 	<ul style="list-style-type: none"> ▪ Proactive Maintenance Helps identify patterns and anomalies, uncovering problems and predicting potential issues before they impact the application. 	<ul style="list-style-type: none"> ▪ Automated Suggestions and Recommendations Provides users with a list of suggestions based on user input and past trends or the Known Error Database (KEDB).
<ul style="list-style-type: none"> ▪ Deep Learning for Field Extraction Employs a neural network to read and automatically fetch data from incoming requests to pre-populate ticket fields. 		<ul style="list-style-type: none"> ▪ Chatbots Domain-specific bots that understand and record customer needs, and converse with users in real time.

To enable superior business and operational outcomes, Syntel's Intelligent Service Desk is able to learn, reason, and contextualize based on your unique operating model and business needs, and continuously evolves to deliver better service and greater efficiency.

SOLUTION ACCELERATOR

SyntBots® is Syntel's intelligent automation platform, with a one-stop IT Operations module that automates application and infrastructure support with robust monitoring and remediation services. From detecting a critical event through recovery, SyntBots continuously monitors and automatically remediates your most business-critical services. It delivers:

- A single, unified automation platform for managing IT infrastructure
- Precise, intelligent performance optimization based on predefined business rules
- An extensive library of built-in SOPs to address IT system needs
- Preventive scaling to ensure system uptime through machine learning and predictive analytics
- Ticket enrichment and problem ticket prioritization, metrics, and reporting dashboards

Case Study: Merchant Services Automation for a Financial Services Provider



Business Challenges

- ~15,000 hours of effort per year to manually process merchant statement requests via email
- ~10 minutes spent on each simple but time-consuming ticket, which was serviced with a 15-day SLA
- Low merchant satisfaction due to long wait times and frequent follow-ups



Syntel's Solution

- Syntel deployed its SyntBots® automation platform to automate the process
- Employed machine learning to categorize and extract required parameters from free-form emails
- Set up automatically-triggered processes and notifications based on the category and parameters of each individual request
- Developed an interactive dashboard with visibility into the total number of requests received, transactions processed, etc.



Business Benefits

- Improved productivity, with a 70% reduction in manual effort
- 90% reduction in ticket servicing time
- Improved merchant satisfaction

About Syntel

Syntel (Nasdaq:SYNT) is a leading global provider of integrated information technology and knowledge process services. Syntel helps global enterprises evolve the core by leveraging automation, scaled agile and cloud platforms to build efficient application development and management, testing and infrastructure solutions. Syntel's digital services enable companies to engage customers, discover new insights through analytics, and create a more connected enterprise through the internet of things. Syntel's "Customer for Life" philosophy builds collaborative partnerships and creates long-term client value by investing in IP, solutions and industry-focused delivery teams with deep domain knowledge.

To learn more, visit us at www.syntelinc.com