

Use Case: Optimization in Service Management

Introduction:

Service management not only serves as the best possible support for business processes but also increases customer satisfaction. Optimization can be achieved in various areas, such as service, logistics and customer management. If one of the areas is inefficient, it comes to long loading times and information gaps. In addition, a negative service experience can lead to potential purchase decisions being delayed or reconsidered, which causes loss of sales or, in worst case, loss of the customer. To avoid such losses, the optimization should be continued continuously in the field of IT service management (ITSM) and supplemented with more efficient IT tools.

Challenges / Problem:

A medium-sized company uses a helpdesk system or issue tracking system for various business processes to ensure a high degree of transparency for external and internal clients. The system processes various types of inquiries (for example, incident reports, service, and information requests). Customers have various communication channels (including e-mail, telephone and a customer web front-end) available to record information and to be informed about updates. It is important for customers, especially in critical situations, to be immediately informed of ticket updates as soon as the information or solution is available.

Nowadays, the ticket systems send critical ticket updates by e-mail or SMS. However, these communication paths are not the ideal solution, since e-mails gladly disappear, if there is already a flood of e-mails, or once again the mailbox is flooded and no more e-mails can be received. The SMS is limited in count of information to be transmitted; in addition, there are additional costs. Therefore, customers and ticket workers have difficulty reacting quickly to new information while they are on the move. In addition, mobile workers are limited in the initiation of actions to manage critical situation over the ticket system.

Solution:

Respond immediately to critical situations by receiving critical information from the ticket system OTRS as instant messages. The Business Bot "**Citunius Notifier**" allow you to compile the most important information as instant message, without a limit of 160 characters. In addition, you will get important information directly on the lock screen of the smartphone.

Thanks to our **Business Bot Platform**, you have the opportunity to establish a dialogue between the mobile user and the ticket system OTRS in order to initiate further steps and actions in a critical situation. However, the solution also allows you to implement your own Business Bots to

perform various company-specific tasks in the execution of critical processes. The Business Bot offers the user a customizable service menu to retrieve frequently used information and initiate actions.

Result:

The Business Bot "**Citunius Notifier**" allows customers and ticket workers to receive important information directly as an instant message in order to perform further steps and actions immediately in a critical situation before any serious damage occurs. The instant information delivery via instant message gives the customers and helpdesk a good overview even when both groups are on the move.

About Citunius

Citunius is a software provider of professional chatbot solutions focused on network monitoring, service management, and knowledge management. The company supports customers in the implementation of strategic initiatives in the field of IT Service Management (ITSM), IoT, ERP and CRM. The Business Bot Platform has recently launched as the first independent chatbot platform with marketplace for professional business systems. The platform is available worldwide as cloud and on-premise solution and enables customers to build personal digital assistants as well as building intelligent dialogue systems aligned to custom business needs. Detailed information about the Business Bot Platform is available at www.citunius.de.

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