



Case Study: Global manufacturing company

# Global firm quickly deploys chatbot to address massive influx of IT service desk calls

Customer name: Global manufacturing company

Location: The Netherlands

Industry: Manufacturing

### Challenge

- Quickly address a huge increase in service desk call volumes with most employees working from home
- Find a cost-effective way to handle easier issues, allowing service desk personnel time to work on more complex ones
- Provide employees with an automated solution for solving common IT issues

### Solution

- DXC Modern Workplace Services to define a service desk solution strategy
- DXC Service Desk solution implemented with a customer chatbot that provides automated responses for common IT service issues

### Results

- Delivered the chatbot solution in just 30 hours, reducing call volume by 12% on the first day
- Reduced operational costs by reducing IT tickets requiring service desk agents
- Supported remote working and freed up agents to address more complex issues

Like many enterprises, this global manufacturing company needed to quickly ramp up its IT service desk capabilities when employees were required to start working from home due to the COVID-19 crisis.

The shift to remote working posed numerous challenges, with thousands of employees immediately impacted at the start of the outbreak. The company turned to DXC Technology to help maintain worker productivity and provide the equipment and support for employees working from home. DXC helped the company reduce the added burden to the global service desk by quickly implementing an out-of-the-box chatbot solution.

### Capturing best practices

DXC and the company were able to extend what they learned from their experiences by reducing IT tickets requiring service desk agents. DXC proposed that the company capture the best practices and establish corporate-wide governance for dealing with COVID-19 issues. This included standing up a crisis management team led by DXC that was comprised of leaders from various regions and business units.

With the global crisis management team in place, the company was able to stay ahead of numerous challenges that arose. Joint “war rooms” were established to allow the company and DXC to collaborate on strategy and solutions. In the early days, one of most vexing challenges for big companies was how to deal with the huge increase in calls to the IT service desk when so many employees were working from home.

As part of a long-term workplace services engagement, DXC provides the company with robust on-site services that include walk-in support centers. However, those on-site services were rendered largely useless once most employees started working remotely.

At that point, the company’s global service desk operated by DXC experienced a 23 percent increase in calls. DXC acted immediately by adding agent capacity, but the team quickly realized that some sort of out-of-the-box solution was required.

DXC’s service delivery leader, serving as a key member of the company crisis management team, came up with a common-sense solution: Deploy a chatbot to help handle the extra incoming service calls. A low-cost out-of-the-box solution was available for immediate deployment. After being set up to provide self-service solutions to common questions via a conversational user interface (UI), the chatbot went into production, having taken just 30 hours from ideation to implementation.

The initial chatbot solution provided service desk callers with automated solutions to the three most common IT issues. For example, a caller wanting to reset a password was able to go through the process with the chatbot rather than talking to a service desk agent. The set of automated solutions to common IT issues was soon expanded to five.

## Immediate results

The deployment of the chatbot produced immediate results. On the first day, the company saw a 12 percent decrease in calls requiring interaction with service desk agents. DXC focused on call deflection, a technique for rerouting incoming calls to an alternate digital channel. The monthly chatbot deflection rate at the company's global service desk increased from 12 percent in March 2020 to 22 percent in April 2020. By the summer, the deflection rate held steady at 28 percent.

Employees are now able to get fast resolutions to common IT issues. User experience surveys taken after the chatbot was deployed showed a significant increase in general user satisfaction. In addition, service desk agents have been freed up to deal with more complex problems.

Because of the reduction in calls, the chatbot solution has also resulted in reduced fluctuation in costs to global service desk operations at the manufacturing company.

In enterprises, part of contending with the new normal involves ensuring employee safety and maintaining business continuity. As the world's largest workplace services provider, DXC enabled the firm to empower its employees by providing a personalized, intelligent and secure workplace for productivity and collaboration.

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