

DXC Virtual Agent

Meet the cognitive agent with the ability to perform natural language processing to enhance your employees' IT support experience

Why DXC?

The biggest challenge facing enterprises implementing AI and cognitive computing is not how technology can help, but finding ways to integrate the technology into existing service desk procedures and systems, and succeed at user adoption.

Our cognitive computing digital transformation methodology can help:

- Identify the right support use cases to automate with the DXC Virtual Agent
- Assist in the areas of risk (security), change management and user adoption
- Integrate the DXC Virtual Agent into the existing IT support enterprise systems and processes
- Teach and test the DXC Virtual Agent with rapid prototyping
- Deploy a continuous improvement process that allows the Virtual Agent to continually learn

In today's digital workplace, users expect personal, contextual experiences.

As rising automation and analytics enable new work styles, support teams are caught in the middle, and enterprises are challenged more than ever to deliver compelling support experiences.

Employee experience is the focal point in most IT support conversations.

Employees want support options that are fast, simple and liberating — just like the satisfying experiences they provide to customers, making them feel more engaged, valued and productive.

The DXC Virtual Agent meets this need, combining artificial intelligence (AI) with a flexible platform that integrates into the core of DXC's service desk.

The embedded AI feature is the conversational service that understands questions typed in natural language and instantly provides users with the IT answers they need.

DXC Virtual Agent dialogues are created using experienced service desk personnel who provide client-specific input to train the Virtual Agent and ensure that the correct conversations and workflows are followed. When triggered, the dialogues are optimized and highly efficient.

A cognitive computing experience

DXC Virtual Agent capabilities include:

- **Advanced AI.** DXC Virtual Agent provides the ultimate in cognitive service automation, leveraging AI, machine learning and natural language processing technologies to deliver contextually aware options. It integrates into existing IT service management (ITSM) systems to dynamically adapt to each user's need.
- **Built-in use cases.** Customers can rapidly address common problems, giving employees access to personalized points of view that are relevant to their individual environment. Use cases available out of the box enable the Virtual Agent to:
 - Create and update incidents
 - Deliver status updates and details
 - Facilitate lookups and create service requests
 - Deliver alerts for immediate action and resolution
 - Customize fallback to human agents when users prefer or need a "human touch"
 - Interact by text chat using natural language and guided conversation to identify problems and quickly provide solutions

- **Customized use cases.** DXC Virtual Agent leverages data and analytics to identify custom use case opportunities and create client-specific use cases to improve effectiveness.
- **Always-on availability.** DXC Virtual Agent is more than adding “just one more agent.” Adding the Virtual Agent is akin to adding a digital support workforce that is available for user interaction 365x24x7, and once deployed is fully trained and can support thousands of contacts at once.
- **Ability to shift workloads.** Increasing use of the chatbot and giving employees the tools to troubleshoot, solve common problems and connect to support options from anywhere helps enterprises improve their bottom line.

Empowering employees

DXC Virtual Agent helps enterprises implement a self-service channel — as a complement to the traditional service desk — so employees can complete simple tasks quickly, optimizing their time and improving their support experience. The solution brings new levels of personalization and automation, and also frees up IT support to work on more complex and valuable tasks. Among the many benefits:

- **Increased employee satisfaction.** Using natural language processing to deliver an individualized, engaging experience, DXC Virtual Agent makes the support experience easier. Contextually aware features dynamically adapt to what people need, making it easier for employees to get their work done.
- **Improved user experience.** Differentiated by rich user experience (individualized, consumer-like, intuitive), modular architecture and prebuilt use cases (based on existing DXC client data), users get support 24x7, on a familiar channel and with immediate responses.
- **Increased employee productivity.** By simplifying support, enabling a single channel to access multiple types of questions and presenting resolutions employees truly need, DXC Virtual Agent provides a seamless experience and saves time. Employees get quick and easy updates, proactive notifications and consistently accurate processes and answers.
- **Reduced costs, improved efficiencies.** DXC Virtual Agent improves the enterprise’s bottom line by reallocating service desk agent workload and increasing chat agent utilization.

Next steps

The first step on the journey is the DXC Virtual Agent. This new experience will be the foundation for your AI support strategy.

DXC’s transformation capability provides the best methodology for building a support experience that will optimize your investment and deliver a capability your employees will truly value.

Learn more at
**[www.dxc.technology/
modernworkplace](http://www.dxc.technology/modernworkplace)**

 **Get the insights that matter.**
www.dxc.technology/optin

About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. With decades of driving innovation, the world’s largest companies trust DXC to deploy our enterprise technology stack to deliver new levels of performance, competitiveness and customer experiences. Learn more about the DXC story and our focus on people, customers and operational execution at www.dxc.technology.