



# Cognizant WorkNext AI-powered service desk

Provide pre-emptive, personalized and efficient support powered by Bold360ai

## Reinvent employee experience with an AI-powered service desk

When an employee reaches out to support services, it means they have hit a roadblock. Getting around that roadblock is not always easy. Slow IT response and delayed resolution time often lead to employee dissatisfaction in organizational environments. This might result in productivity loss and employee attrition.

In workplaces, the new generation of employees expect the same kind of experiences that they receive in their personal lives. As Artificial Intelligence (AI) driven devices are enabling them

to find easy answers and better user experiences at home, they desire to get similar experiences at work as well. Cognizant® WorkNext AI-powered Service Desk leveraging Bold360ai is an answer to employee expectations for faster resolution of issues and better user experience, at the workplace.

The platform enables employees to find immediate answers to their routine questions and empowers support teams to dedicate more time to handle complex issues. As the platform provides data-driven insights by leveraging analytics, the support process becomes more focused rather than tinkering around the guesswork.

## Empower your support teams with an “intelligent service desk”

The need of the hour is to empower your employees and the support teams with a smarter way of enterprise service desk. Cognizant WorkNext AI-powered Service Desk is a complete digital engagement solution that delivers productive, personalized interactions with the fastest time-to-value.

Empowering your business to work more efficiently and create better outcomes, the platform provides the digital channels and tools needed to engage and support employees as they seamlessly move across self-service and agent-assisted support. The AI-powered support platform also drives greater agent efficiency, giving support teams more time to handle high-value tasks with powerful productivity tools.

## Create consistent and effortless support interactions in workspaces

Leveraging the power of AI and Natural Language Processing (NLP), Cognizant WorkNext AI-powered Service Desk helps you deliver better user experiences across employee, and agent interactions.

Built on Bold360ai, an AI-powered customer engagement platform, the WorkNext AI-powered Service Desk brings in a combination of ground breaking intelligence and simplicity. The solution helps you in delivering enhanced employee experience and fastest time to value in business. Here is how:

### Omni-channel engagement

WorkNext AI-powered Service Desk seamlessly supports the digital channels preferred by today's modern mobile and remote employees and makes it possible to move across channels enabling quick and easy access to support.

Cognizant's WorkNext AI-powered Service Desk is a complete digital engagement solution that delivers productive, personalized interactions with fastest time-to-value

### Frictionless conversation engine

The AI-powered assistant interacts with employees, determines their intent utilizing Natural Language Understanding (NLU), and provides prompt responses with conversational, natural language through the channels preferred by employees.

### Robust data and insights

The solution provides an intuitive dashboard that delivers value from the first interaction. The dashboard captures a comprehensive view of the interactions that the chatbot cannot handle successfully. Based on this data, the knowledge managers can train the bot so that it becomes more intuitive and can fill the gaps by acquiring the required learning.

### Harmonized agent escalation

The support platform seamlessly transitions between bots and human interactions within the same conversation and window. During the handoff, agents can get access to the full context of the bot interaction, and AI continues to help behind the scenes offering relevant content and immediate answers for agents to share.

### Powerful support tools

With a robust set of remote support tools native to the platform – WorkNext AI-powered Service Desk gives agents immediate access to the right tool to resolve employee issues quickly without clunky handoffs.

## Business benefits

- Higher employee productivity with easy to use and easy to access AI-powered self-service.
- Increase in employee satisfaction by delivering a frictionless, modern, consumer-grade support experience.
- Faster resolution times and decreased employee effort because of a streamlined support escalation path.
- Identification of support gaps quickly and optimizing the employee journey with real-time, actionable insights.

Our WorkNext AI-powered Service Desk offering enabled a Nordic energy and utility company achieve their entire target KPIs, including more than 90% user satisfaction, a ~36% deflection of emails to chatbot and live chat in first 60 days, and 100% chat channel handling with ~40% resolution rate by chatbot.



## Why Cognizant?

Cognizant is a strategic partner for LogMeIn with various projects where Cognizant has deployed AI-powered service desks using LogMeIn Bold360ai platform to offer seamless end user experience for its enterprise customers. LogMeIn, which is a NASDAQ listed billion dollar SaaS business is a leader in digital customer engagement, collaboration and identity management solutions.

Our WorkNext AI-powered Service Desk solution takes a consulting-led, holistic, employee-centric approach where users are at the core of workplace transformation. The offering provides superior

technology virtual assistant which is integrated to a device and OS-agnostic digital platform. This enables intelligent search, knowledge on demand and remediation solutions and thereby provides a “single door” support solution. With Cognizant WorkNext AI-powered Service Desk, we provide pre-emptive, faster, flexible, and efficient services which can cater to the needs of end-user and organizations themselves.

**For more information:**  
visit [www.cognizant.com/Worknext](http://www.cognizant.com/Worknext)

### About Cognizant

Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at [www.cognizant.com](http://www.cognizant.com) or @Cognizant.

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