BMC Virtual Chat (ITSM)

Boost your customer support with live chat and virtual agent

PRODUCT DESCRIPTION

BMC Virtual Chat is a self-service solution combining an interactive, intelligent virtual agent with live chat to increase employee productivity, lower support costs, and drive customer satisfaction.

BUSINESS CHALLENGE

As workers become more technology-dependent, the demands on IT are increasing. Long wait times, abandoned calls, limited hours of support, inconsistent answers, and lengthy escalations all lead to frustrated customers, who now expect service to be as social as Facebook®, mobile as Twitter®, and simple as Amazon™. Even if all of your IT services are performing well, a few bad experiences can reflect poorly on the whole IT team, and ultimately, the CIO. To better meet business expectations and improve customer satisfaction, IT support organizations can either hire more personnel or provide more innovative self-service tools.

BMC SOLUTION

BMC Virtual Chat, which connects to BMC Remedy, gives employees a modern tool to solve IT issues. Instead of calling or emailing the help desk, users enter questions in a familiar chat window. The virtual agent creates a ticket and searches the company’s various knowledge databases for answers. If an answer can’t be found, the chat session can be routed to a live service agent, who can assist while reviewing the transcript and looking for matching issues. Help desk technicians can run four chat sessions simultaneously to reduce resolution times.

KEY FEATURES

• Virtual agent delivers answers from KM databases and the web
• Customers can chat with live agents
• Chats are automatically routed to the right person, generating a ticket in BMC Remedy
• Live service agents can handle up to four chat sessions simultaneously
• Users and agents chat in their own languages with instant Google translations

KEY BENEFITS

• Hike productivity by wasting less time on IT-related issues
• Cut IT costs with fewer routine questions to the help desk
• Drive customer satisfaction with modern and fast self-service
• Provide 24x7x365 customer support for happier users

Boost employee productivity and reduce routine help desk calls with virtual agent and live chat.
PRODUCT DETAILS

Virtual Agent: Whether faced with conversational questions or specific ones, the virtual chat agent can tap into a variety of data sources to respond intelligently to a user query.

Live Chat: A user can bypass the virtual agent and immediately begin chatting with a live help desk agent.

Automatic Chat Routing: The live chat session is routed to the correct agent or queue, and the help desk staff is notified when a chat session is pending.

Automatic Ticket Creation: Both open and closed chat sessions can automatically be converted to incidents in BMC Remedy, with the entire chat history logged in the ticket. Field mapping allows administrators to determine which elements to capture and where to store them.

Multi-People Chat: With four chat windows in BMC Virtual Chat, agents can help up to four customers at once.

Real-Time Language Translation: Help desk staff and employees can chat in their respective languages. Answers from both the virtual agent and live agents are automatically translated via Google™ to more than 90 languages.

FOR MORE INFORMATION

To learn more about BMC MyIT, please visit bmc.com/it-solutions/remedy-virtual-agent.html