Automate IT Self-Help With Cherwell Integrations

> Content Transformation
Kaleo uses machine learning algorithms and natural language understanding techniques to transform your closed tickets, knowledge articles, runbooks, SOPs and more to bite-sized Q&A.

> Relevant Service Portal Search
Kaleo answers relevant to search terms are included in the results; clicking an answer will open a Kaleo Q&A viewer so the end user does not have to leave the portal to get answers.

> Email Notifications
Kaleo answers are included in email notifications for incident creation, providing links to suggest self-help relevant to the incident in an attempt to deflect agent phone calls.

> Incident Notes
As users click, view and navigate suggested Kaleo answers, comments are inserted into the incident record so agents know what the user has already tried. Closure information is also auto-populated when the ticket is closed.

> Ticket Stream
Kaleo pulls new ticket data hourly for repeat call detection analysis so emerging trends are brought to light.

> Mobile Experience
Kaleo's mobile application enables the service desk team to see how self-help is performing from any-where. End users are also enabled to find answers to questions while away from their desks and open a ticket from mobile if needed.

> Reports
All tickets closed via self-help are recorded for reporting in Cherwell reports and dashboards, so you have a single source of data for reporting across all channels.

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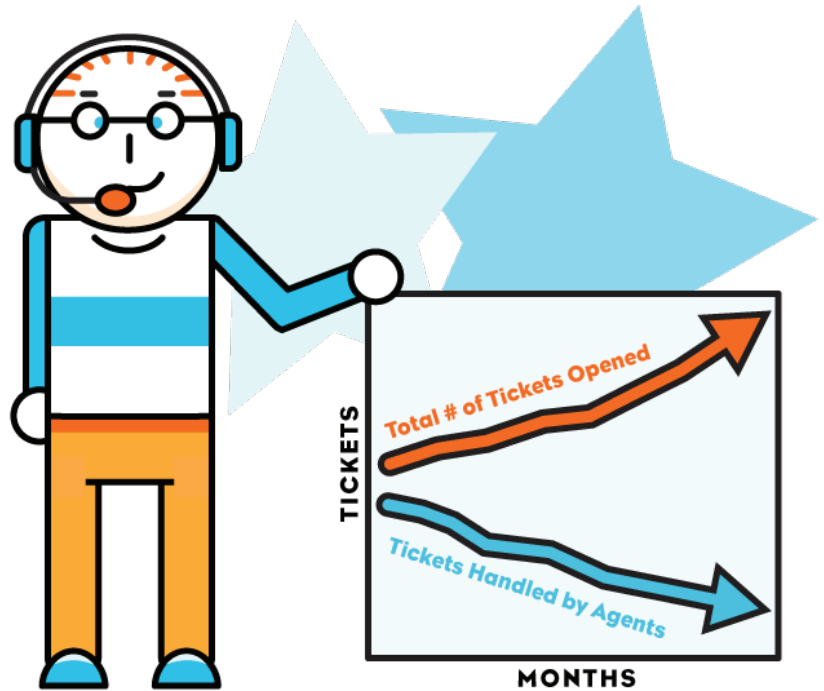
> Ask

When an end user runs into an IT issue, they'll ask for help by opening a ticket or searching for information as usual. In either case, Kaleo will respond with suggested answers to try and deflect before your help desk agents get involved.

If the IT problem is resolved through self-help after reading a Kaleo answer, Kaleo will close the ticket and auto-populate the incident notes to let the support team know the end user successfully helped themselves with Kaleo.

> Answer

Kaleo automatically returns answers to promote self-help. However, if Kaleo doesn't find an answer, the ticket will remain open and go through its normal cycle. Once the ticket is closed by an agent, Kaleo will transform the closed ticket into a new Q&A in Kaleo for future end users with the same problem.

> Automate

Kaleo uses APIs to monitor ticket activity within Cherwell then automatically sends, extracts and curates answers from closed tickets and documents.

Has the question been asked before?

Y / N

kaleo ANSWERS

New Q&A is stored

Documents / Service Desk
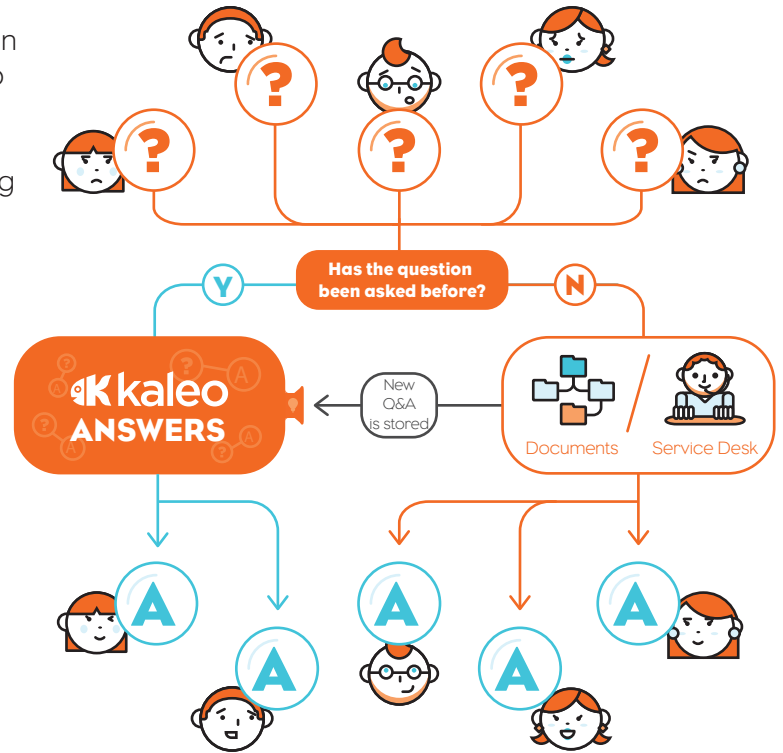
Why Kaleo?

We live in a world where self-help isn't just an option, it's an expectation.

With knowledge always readily at our fingertips, we've become used to Googling or YouTubing how to resolve our own problems fast. This isn't just a preference in our personal lives; we expect the same at work.

You're writing knowledge articles but aren't getting full value from them.

Writing knowledge articles takes a lot of time and resources, so it's a shame when they aren't being used. With Kaleo, you'll get full value from your articles by having them transformed into Q&A that people will actually read.

You're spending $$$ on problems that could be resolved by self-help.

At an industry average of $16 per ticket, you're spending big bucks on IT problems you've already addressed. Kaleo reduces cost by deflecting tickets and making self-help the preferred way to resolve a ticket.

Our Customers Include: **FOX** · lululemon · **BACARDI** · **ADP** · **VIACOM** · **TOYOTA** · **WebMD**