Automate IT Self-Help with ServiceNow® 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.

ESS 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 Comments
As users click, view and navigate suggested Kaleo answers, comments are inserted into the incident record so agents know what the user has already read/tried.

Incident Close Notes
If Kaleo is successful in deflecting the call and closes a ticket, close notes are updated automatically with "closed by self-help".

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

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

Our customers include

VIACOM   FOX   TOPGOLF   NXP   randstad   lululemon   VISA   LENNAR
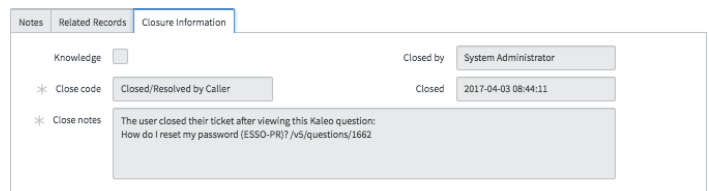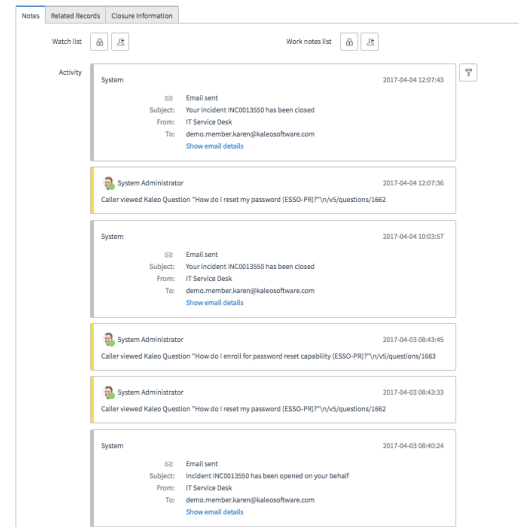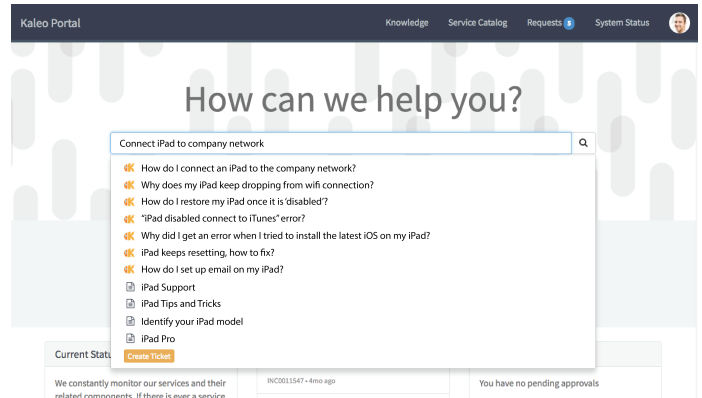
Ask

When a user runs into an IT issue, they'll ask for help by opening a ticket, or searching for information as usual. In any case, Kaleo will return answers to help them solve their problem.

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 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 a support tech, Kaleo will transform the closed ticket into a new Q&A in Kaleo for future users with the same problem.

Automate

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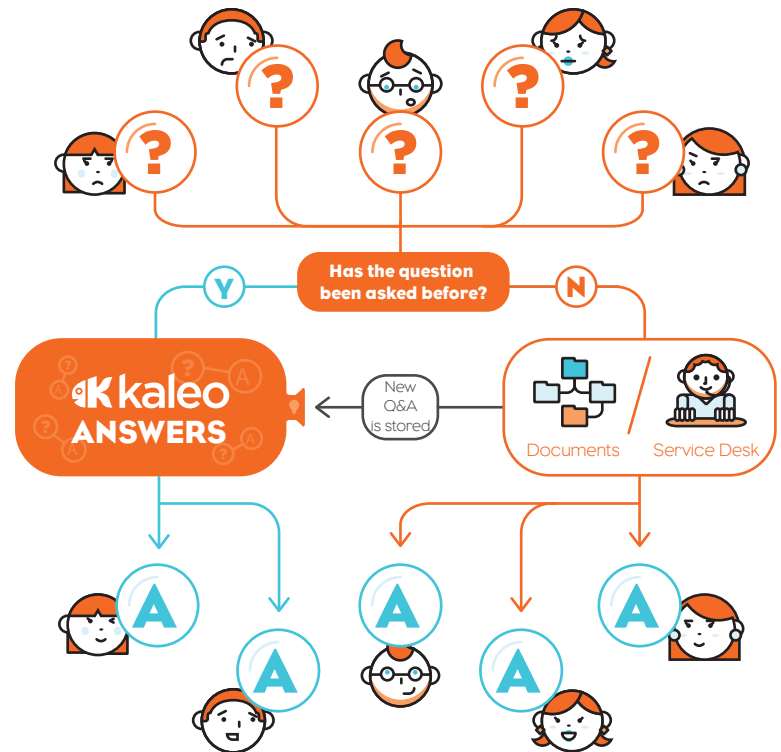
Why Kaleo?

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 want 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 converted to 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.

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