



# KICK-START HYPERAUTOMATION

with AI-powered  
service management

Identify, automate, and streamline help desk  
processes efficiently

# Kick-start hyperautomation with AI-powered service management

## Introduction

**W**ith businesses operating in a distributed manner, the burden of legacy architecture and repetitive, siloed tasks often result in high costs to the organization and a strain on its resources. Establishing hyperautomation, the framework and advanced technologies for scaling automation, in your organization can rescue you from repetitive processes, and ease the costs that result from performing mundane tasks.



*A recent **Gartner study**<sup>[2]</sup> also stated that over*

**69%** of board of directors are demanding accelerated growth and operational excellence.

These mandates for accelerated growth and operational excellence are prompting calls for an increased demand for hyperautomation initiatives.

However, merely automating for the sake of automating is grossly insufficient. A siloed implementation of hyperautomation initiatives results in disparate processes that don't bear fruit in the long run, as organizations fail to scale to keep with evolving business requirements. Undisciplined and siloed automation only increases an enterprise's risk exposure and total cost of ownership.

An inclusive, end-to-end automation process that combines multiple technologies and human expertise to augment business processes in keeping with organizational objectives is the need of the hour.

A great starting point for implementing a hyperautomation initiative in your organization is the help desk. An automated and efficient help desk elevates the quality of service provided, boosts productivity by eliminating repetitive tasks, and reduces operating costs and labor hours.

This e-book outlines five avenues to achieve service desk automation by employing AI-driven business intelligence.

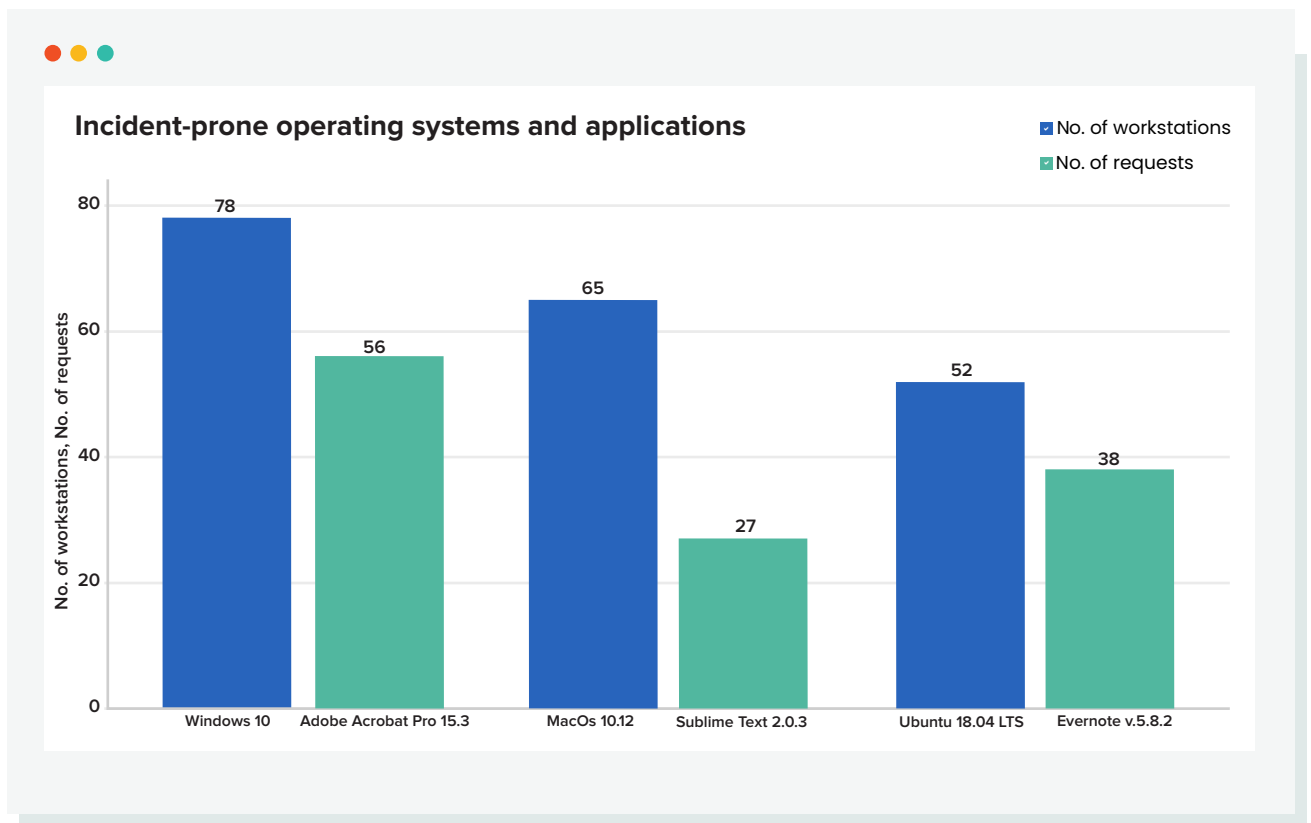
# 1

## Configure a sequence of automations to do the heavy lifting

**A** surefire way to ensure the success of your hyperautomation initiative is to configure consecutive automations that operate in a unified manner to boost productivity. A common woe across IT help desks is a sudden surge in incidents, which sees technicians scrambling to provide resolutions and tackle the resulting business downtime. Spikes can result from a variety of reasons, but there tends to be a common underlying factor across these incidents. Often, it can be something as simple as an incompatibility between an operating system and a specific software application or version.

A strong hyperautomation initiative enables identifying the common thread of the underlying factors beforehand, and mitigating the effect of incompatibilities by reducing the number of employees able to run the combinations.

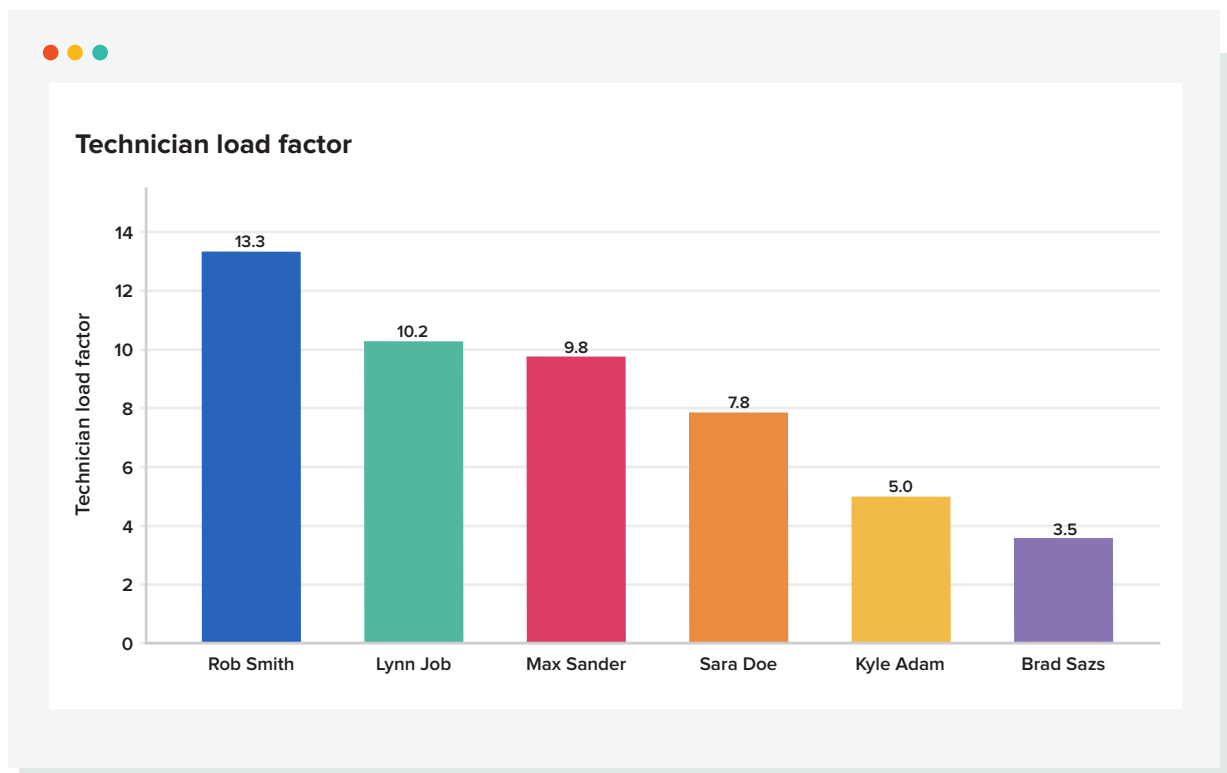
The report below shows the incidents raised across various operating systems, and the applications that prompt the most alarms.



You can infer that a combination of the Windows 10 operating system and Adobe Acrobat Pro 15.3 software generates a high number of endpoint-related incidents. By implementing a blend of proactive analysis and automation technologies, a notification can be sent to other employees who use the same combination of operating system and software. This enables you to halt many incidents, as well as develop and install better alternatives that ensure smooth business operations.

Another great avenue for automation within a help desk is technician management. Ticket assignments often rely on round-robin or load-balancing methodology that distributes incoming tickets based on the order of ticket creation or even distribution of the load. However, both modes don't account for the true workloads experienced by the various help desk technicians where some technicians are overburdened with tickets and others are not. This is the very situation auto-assignments aim to combat.

Here's how hyperautomation can help in this scenario. By analyzing your help desk technicians' request queues, an analytics platform can analyze individual workloads. This is termed the technician load factor, and is calculated by dividing the number of requests assigned to a technician by the average amount of time available to resolve those requests.



The technician load factor report can redistribute requests among help desk technicians evenly. Help desk managers can set up alerts where the imbalance reaches a critical threshold, and trigger automations that will reassign untouched requests from an over-burdened technician's queue to technicians with a smaller queue. Using mechanisms in association with ticket assignment rules helps prevent help desk technician burnout and helps ensure satisfied users.

## 2

# Adopt intelligent ticket assignments

**T**he previous section covered an insightful configuration that identifies and overcomes help desk technician burnout by reassigning tickets, which is pivotal in improving your ticket assignment system. But why stop there?

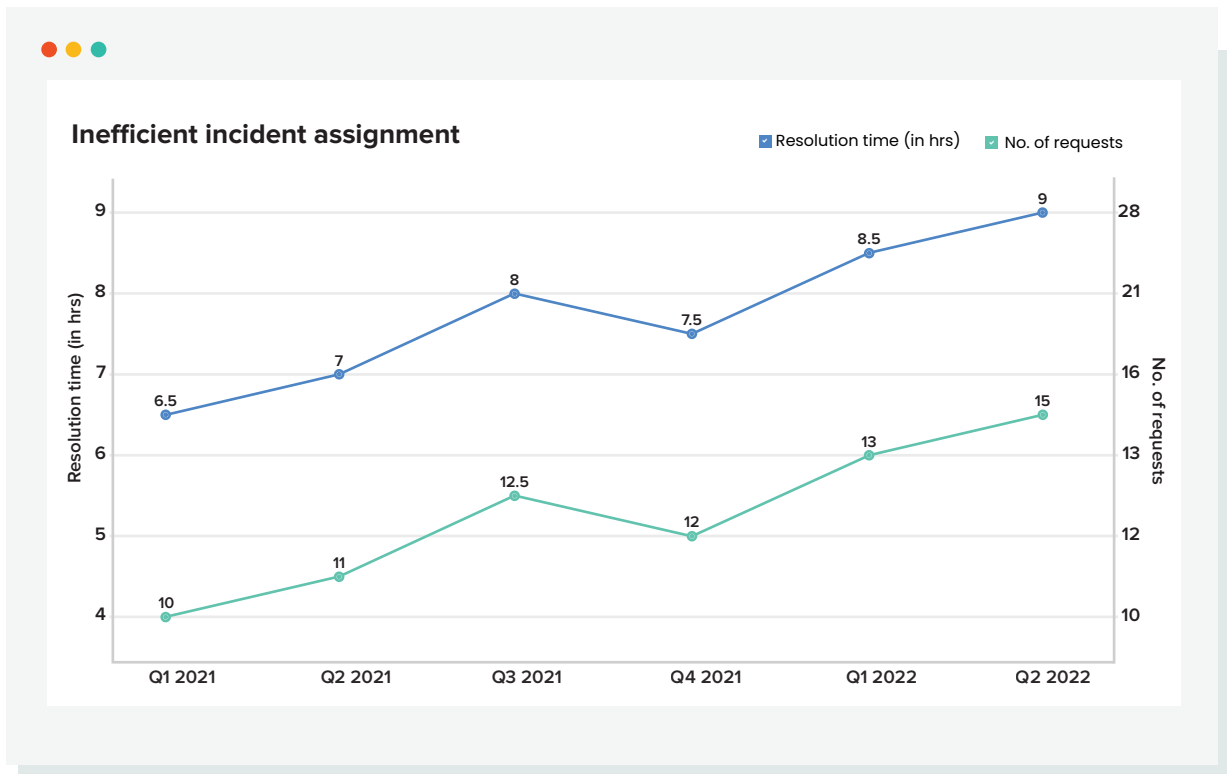
A robust and efficient ticket assignment system is the cornerstone of a sound service desk. While a certain degree of automation is already at play in standard ticket assignment systems, these tend to rely on static rules that fail to account for changing business requirements, and employee behavior and expertise.

Better is to configure a recurring process that accounts for a help desk technicians' expertise and growing familiarity across ticket categories. An adept AI-powered tool can facilitate this, and configure a hyperautomation that consistently and regularly reworks a help desk's ticket assignment system.

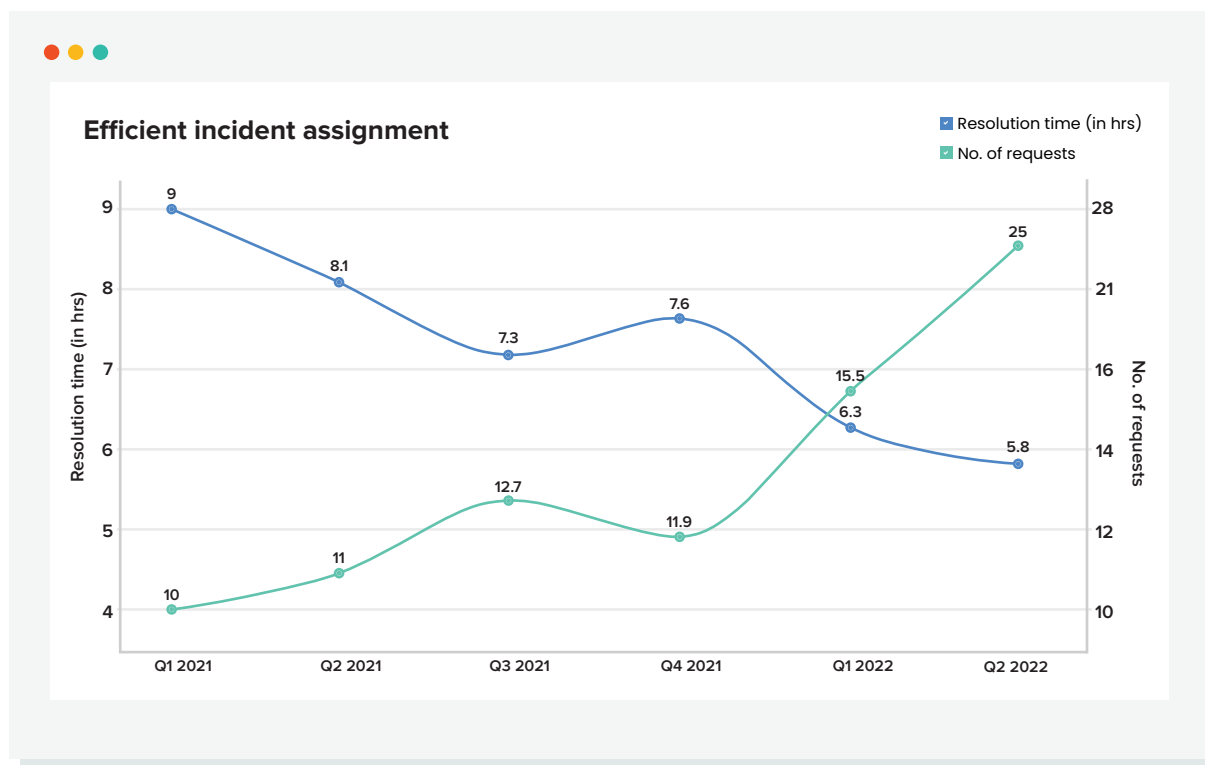
A great way to measure and improve the efficiency of your assignment system is by analyzing a help desk technician's resolution time in a particular category, and the number of same category requests assigned to the same technician.

Let's break this down visually.





The report above depicts an inefficient system that does not account for a help desk technician's expertise. The rising linear trend implies that though the technician failed to improve their resolution time in a specific category, the ticket assignment system continued to add similar tickets to the technician's queue. Instead, an automation process can be configured to analyze the rising trend, and trigger a corresponding action in your help desk application to rework the ticket assignment system by accounting for a technician's workload and varying expertise.



On implementing a robust help desk ticket assignment system, the ideal progression of a technician's resolution time would decrease when he handles tickets based on categories he is well-versed in. This ideal progression can be tracked and verified using the report above.

### 3

## Avoid crippling downtimes by accurate ranking of high priority incidents

**C**ontinuing with ticket assignments and categorizations, let's discuss ways in which hyperautomation can facilitate and streamline accurate incident prioritizations.

Prioritizations assign the required importance to incidents. However, there are often scenarios where too many requests are marked with high priority. While this may instill a sense of urgency among your help desk technicians, it fails to aid them in identifying the issues that require instant attention.

Hyperautomation establishes a degree of sequencing to high-priority incidents by assigning an importance ranking to the requests. Low satisfaction ratings for past resolutions, VIP status, and requests from business-critical departments are some factors that indicate the request requires a faster turnaround time, and a higher ranking is assigned automatically.

Detailed analysis and logical sequencing can take a toll when implemented manually, and hyperautomation acts as an efficient, alternative solution to this. By analyzing historical data trends and breaking down information from the ticket, an automatic ranking is assigned to high-priority requests. This ranking is a great frame of reference to assist help desk technicians focus on priority or historically challenging issues.



### Incoming incident priority ranking

|   | Request ID | Subject                                      | Priority ↓ | Importance rating ↓ | Reason for rating   |
|---|------------|--|------------|---------------------|---|
| 1 | 1011       | Unable to login to ERP                       | High       | 1                   | Requester belongs to a critical business unit, and holds a VIP status |
| 2 | 1821       | Central database application is inaccessible | High       | 2                   | Poses severe business impact  |
| 3 | 1938       | Faulty machine                               | High       | 3                   | VIP status of requester, and presence of vital keywords               |
| 4 | 1387       | Application crashes frequently               | High       | 4                   | Requester belongs to a critical business unit                         |
| 5 | 1104       | Unable to login to ERP                       | High       | 5                   | Low historical satisfaction rating                                    |
| 6 | 1477       | Monitoring application not generating alerts | High       | 6                   | Low historical satisfaction rating                                    |
| 7 | 1438       | Application crashes frequently               | High       | 7                   | Presence of vital keywords  |

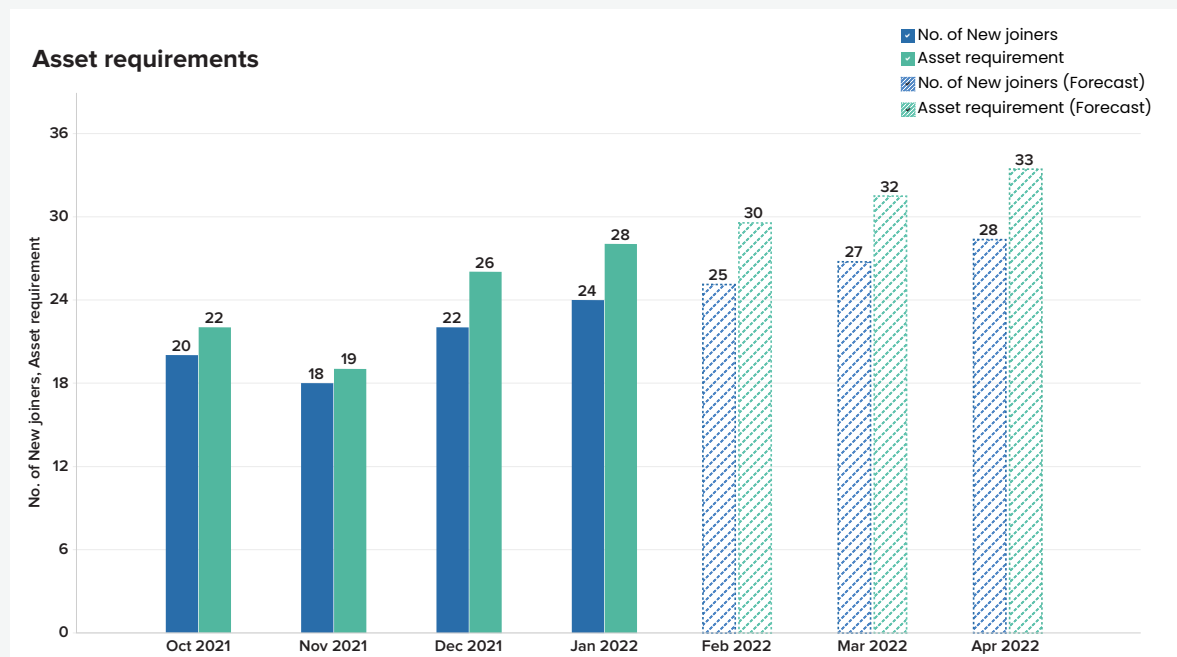
# 4

## Beat the stress of financial budgeting

Implementing an efficient financial budget is a herculean task undertaken by CFOs every financial year. CFOs rely on an efficient forecast of needs from various departments to ensure sufficient budget allocation. Asset purchases account for a good chunk of an IT budget, and having both insufficient and excess assets can set off a domino effect that negatively impacts your employees, their productivity, and overall business operations.

AI-enabled automation capabilities leverages historical data and other influencing factors to facilitate smarter resource planning and budgeting. Not only do organizations benefit from better IT budgeting, but having sufficient hardware and software assets also helps avoid unnecessary asset costs, and audit fines that arise from unlicensed applications.

The report below leverages the historical data of new employees and corresponding asset requirements to visualize future needs in keeping with data gathered from your onboarding process.



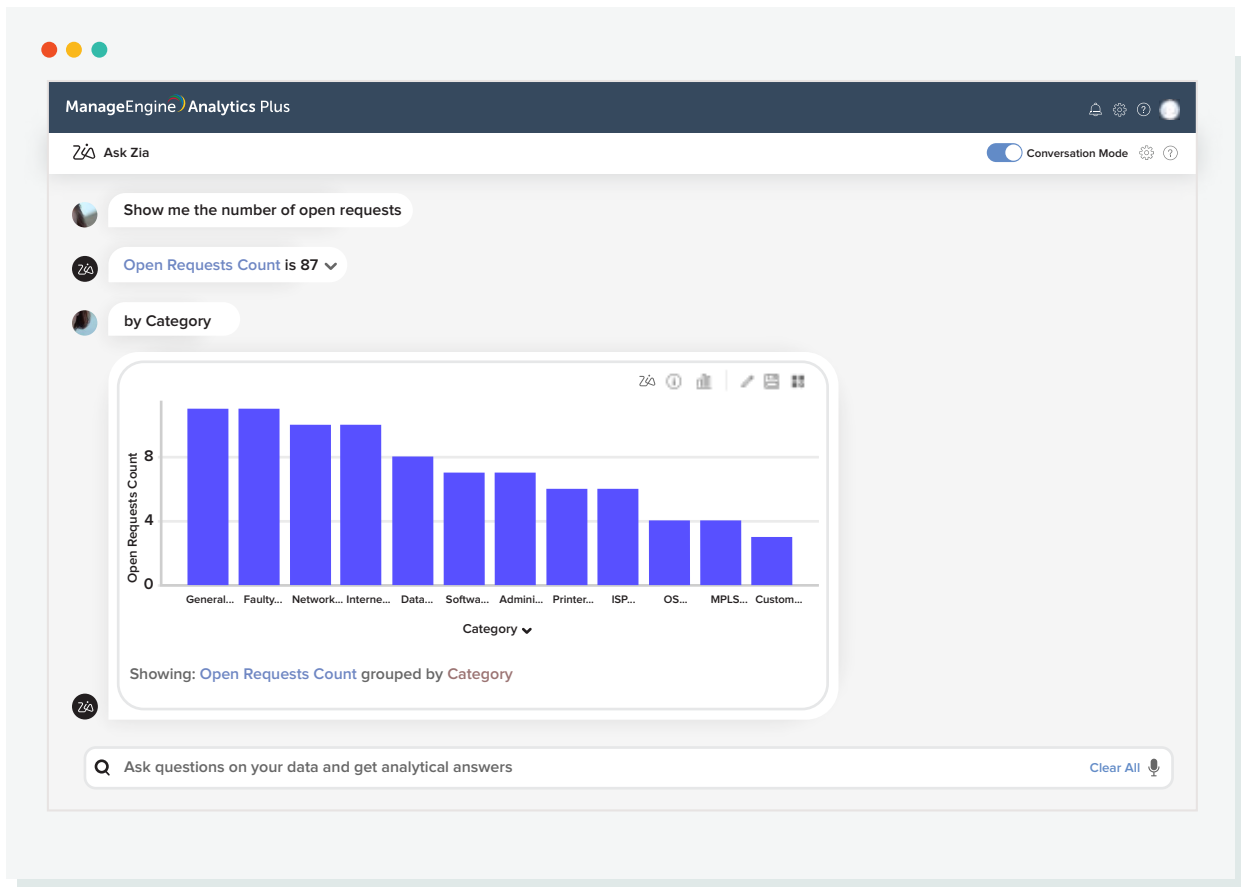
With AI-fueled service management, managers can predict varying trends in asset requirements while accounting for existing assets. Based on these insights, a hyperautomation configuration can be initiated to directly add more expenditures to your financial management system, effectively streamlining your IT budget without requiring any manual intervention.

# 5

## Automate through self-service

**E**xecutives often turn to analytics to find answers to crucial questions, and gain insights into various business strategies and processes. However, there's a steep learning curve and often multiple data siloes and applications involved. This results in executives often turning to analytics experts and database administrators to obtain the required insights.

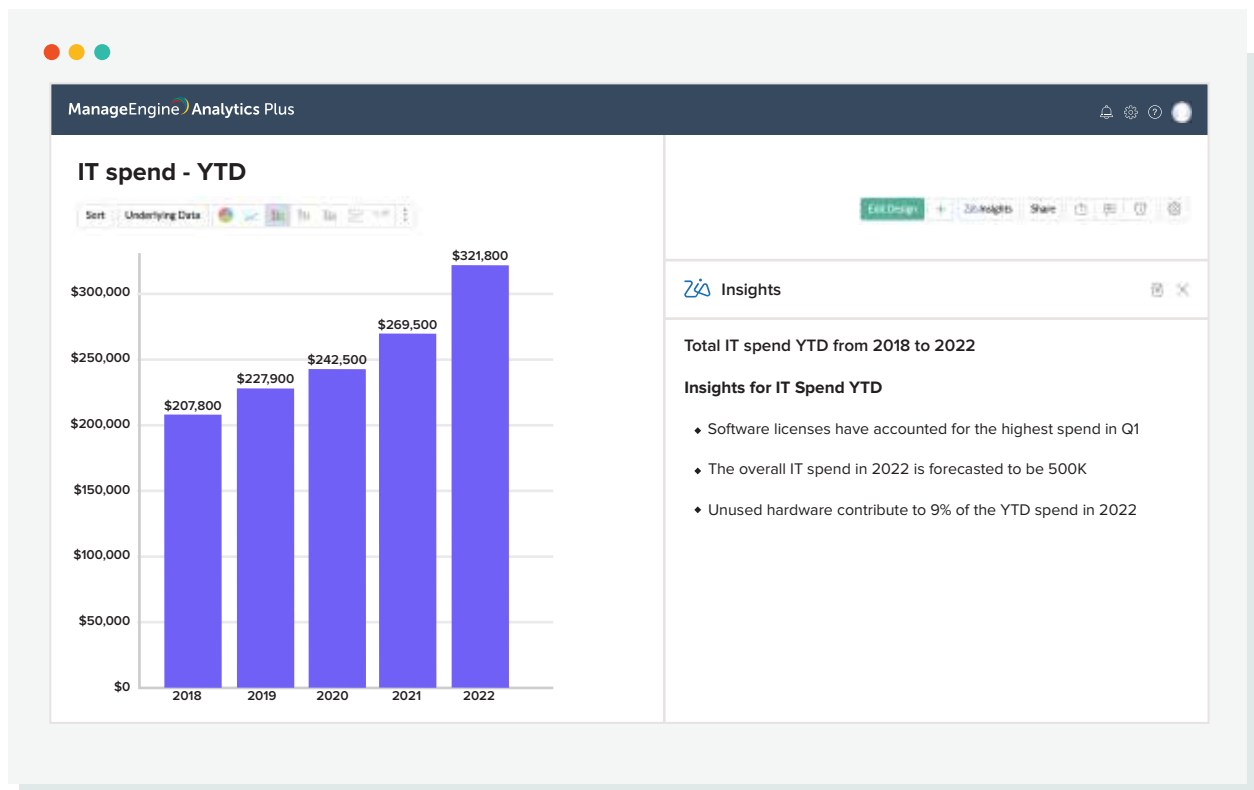
A self-service automation tool provides a crucial platform for employees to access information instantly. These applications ease the task of jumping between different applications, and consolidate data from varied siloes into a single console. By integrating machine learning and NLP technologies, managers and C-suite executives can easily interact with the application to gain immediate insights with minimal effort.



By leveraging technology that instantly analyzes vast data and generates detailed visualizations, the process of importing data, collecting the required metrics, and building the required report is automated easily.

In addition to automating analytics, executives can also gain descriptive, detailed insights that breaks down the analyzed information into bite-sized pieces.





Managers and executives alike can gain more visibility and wield better control over end user and employee behavior.



## Tip!

Don't restrict automations to current processes. Predictive analytics, coupled with smart hyperautomation technologies, can act as a potent mix that paves the way for early remediation strategies that elevates your organization's ROI and productivity.

## Conclusion

A balanced blend of AI and domain expertise helps organizations deliver successful hyperautomation initiatives. These initiatives can cause an immense surge in productivity and job satisfaction, and drive efforts to achieve enterprise-wide digital transformation and resiliency.



# About

## ManageEngine Analytics Plus

**ManageEngine Analytics Plus** is a self-service, AI-driven IT analytics solution that helps organizations implement complex initiatives that address requirements of expanding businesses. Analytics Plus visualizes IT data from several applications, and integrates out-of-the-box with several popular IT applications such as ServiceDesk Plus, Jira, Service Now, Zendesk, and Desktop Central. Analytics Plus features an AI-powered analytics assistant that responds to voice and text prompts to provide meaningful visualizations. This eliminates the need for a data analyst to aid help desk managers, and reduces report building time while enabling organizations to make faster, data-driven decisions.

[Download a 30-day free trial of Analytics Plus](#) to kickstart your IT analytics journey. Want to know more about the product before giving it a try?

[Sign up for a free virtual tour with our experts.](#)

**180K**  
customers  
across the world

**18+**  
years of IT  
management experience

**90+**  
products  
and free tools

**190+**  
countries  
served

## Reference

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