

PARIVEDA

CASE AT A GLANCE



SCOTT BOOTH

Pariveda Solutions Inc.

WHO

Pariveda Solutions, a leading management consulting firm delivering strategic services and technology solutions.
500-1000 employees

CHALLENGES

IT team was overloaded with repetitive questions and wanted a solution that would resolve simple cases automatically.

SOLUTION

OneBar bot in the IT channel


ACHIEVEMENTS

Quarter of questions in IT support Slack channel resolved by OneBar.


How do you organize your IT helpdesk and what kind of problems you're running into?

Tier 1 Help Desk is outsourced. Tier 2 is managed by our internal staff. Our biggest challenge is how our employees prefer to communicate and ask for help. Slack is heavily used and the preferred communication for most. Our level 1 help desk uses a more traditional model in which you can call or email them with a 4 hour SLA. Few people want to call and email is slow. We have a Slack channel dedicated to IT support that our internal team monitors. Our employees are accustomed to getting help faster through this channel. However, this moves our internal team to the front lines and thus we spend more time handling tier 1 requests instead of doing more valuable work while we still pay for it to be outsourced.

As Director of IT, I'm reasonable for Pariveda's IT environment including infrastructure, security, analytics, and applications.

 **Andrew** Dec 2 at 11:04 AM
Hello, I recently replaced my phone and will need to reset my MFA. Could someone help me with that?

1 reply

 **OneBar** APP 4 days ago
Ok, here's what I found:



Pamela

[How do I reset my MFA?](#)

Answered by

[@Andy](#)

Last updated

2 months ago

Click this link: [Office 350 MFA Reset](#)

Then click «Setup Authenticator App» dialog box and follow the instructions on the page.

If you still have issues, send a DM to [@Andy](#)

[@Michael](#)

Tags

[MFA](#), [multi-factor](#), [two-factor](#), [authenticator](#)

[Thank you, Andy!](#)

[Mark as Invalid](#)

Add tag

Why did you start looking for automation?

We want a solution that relieves our internal team from handling the majority of support questions.

What other solutions have you tried and why did you choose OneBar?

We experimented with other Slack bots. We also investigated tools outside of Slack like chat bots and Q&A systems. None worked very well and/or wasn't in the employee's main set of tools. We didn't want to introduce another system, and we know from experience that our employees wouldn't know how to use a separate system. The solution needed to be built into the primary tools our employees use everyday in order for it to be adopted.

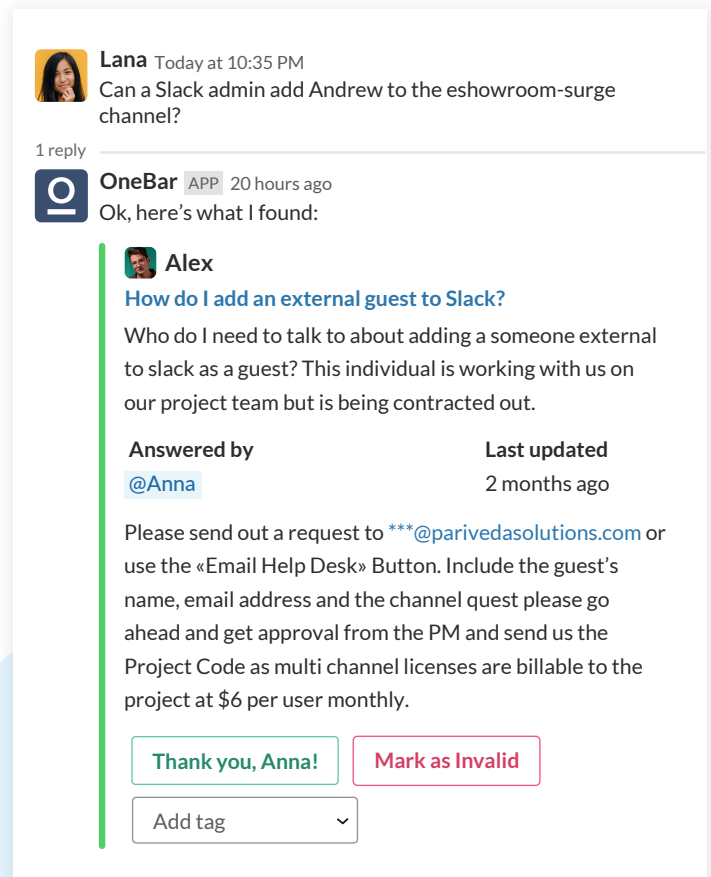
OneBar's NLP has been the best we've found. We've been very pleased with the bot's ability to understand the user's intent and respond with accuracy.

How do you use OneBar in Pariveda?

OneBar is primarily used within our IT Support channel. We are rolling it into our other support channels like HR and Sales.

How does it help? Do you have any numbers to share?

OneBar successfully answers about 25% of the questions right now.



Lana Today at 10:35 PM
Can a Slack admin add Andrew to the eshowroom-surge channel?

1 reply

OneBar APP 20 hours ago
Ok, here's what I found:

Alex
[How do I add an external guest to Slack?](#)
Who do I need to talk to about adding a someone external to slack as a guest? This individual is working with us on our project team but is being contracted out.

Answered by	Last updated
@Anna	2 months ago

Please send out a request to ***@parivedasolutions.com or use the «Email Help Desk» Button. Include the guest's name, email address and the channel quest please go ahead and get approval from the PM and send us the Project Code as multi channel licenses are billable to the project at \$6 per user monthly.

[Thank you, Anna!](#) [Mark as Invalid](#)

[Add tag](#) ▾


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I'm sure you have a lot of further improvements planned for you helpdesk team. Can you share some of them with us? What role do you think OneBar could play in your grand vision of building the best IT team in the world?


Our longer term vision is to open it to all Slack channels and have employees add their own questions and answers so that OneBar can answer any question in any channel. We are also looking for ways to get our Tier 1 help desk more integrated into Slack so they can respond on our behalf in a more timely manner. They are researching new support systems in order to modernize their systems and processes.

In a perfect world, I would love for the bot to be able to learn from past Slack conversations, automatically update it's knowledge base, and be able to answer questions based on these past conversations.

**Pamela** Nov 20 at 10:06 AM
What's the appropriate channel to ask mobile phone questions, I'm struggling to activate my new phone

1 reply

**OneBar** APP 4 days ago
Ok, here's what I found:

**Andrew**
I just got a new phone and it says I need to contact my admin for help activating.

Answered by
[@Andy](#)

Last updated
3 weeks ago

Contact PProfiler at [842-342-1522](tel:842-342-1522) or jndoe@mobilize.com

Tags
[cell phone](#), [verizon](#), [att](#), [at&t](#), [android](#), [iphone](#)

Thank you, Andy!

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Add tag 