



INTELLIGENT SUPPORT ADVISOR

VIDEO TRANSCRIPT

The IT world is fast changing. Managing systems and servers that quickly identify errors and deliver responsive solutions is creating complexity. Many existing processes take time and energy away from staff. New technologies offer innovation, efficient ways of working and greater productivity. Accenture is at the forefront of innovation. We're developing intelligent, practical solutions to IT problems organisations face.

Solving major IT issues, such as a server crash or system failures, can be challenging. Accenture's Innovation team developed a hands-off solution: the Intelligent Support Advisor. Beginning with a voice command, the technology works with staff to quickly identify issues and recommend fixes.

Accenture integrated Alexa's voice-activated assistant technology with an operational diagnostics platform. This enables real time voice-activated monitoring and resolution of system issues. By working with the Intelligent Support Advisor, staff can quickly view meaningful data from dashboards, and issue commands to address system issues. This technology uses machine learning to obtain deeper insights, and recommend solutions to the errors experienced.

Although similar programs exist, the voice activation capability makes the Intelligent Support Advisor unique. This innovative technology brings us closer to a touchless support service. It enables users to optimise productivity, allowing staff to take on higher-value work.

In Manila, Accenture are developing and demonstrating the use of the Intelligent Support Advisor in the workplace.

"We created a model Command Centre to showcase the functionality of the Intelligent Support Advisor. By issuing a command, Alexa instantly activates multiple processes and applications. Real-time results are presented on the operational analytics dashboard."

"Screens monitor our systems. Our support staff are using Alexa to speed up their processes, while tracking progress."

"Adopting this new technology has enabled our staff to work on more complex problems. Common and repetitive issues are automatically addressed. By using machine learning, the output is more accurate. We are seeing greater productivity, improved value and enhanced user experiences."

Although in initial release, the Intelligent Support Advisor has already led to creation of a new asset - the Self Healing Bot, known as Logan 1.0. Using artificial intelligence, Logan is being trained to address system incidents that can be auto-fixed without intervention. Once trained to sufficient levels, the Intelligent Support Advisor will work alongside Logan to fully automate system health management.



More complex errors will require greater training to detect and resolve issues. With more data available, users will have access to insights for better decision making. By applying artificial intelligence to quickly sense, comprehend, act and learn in the IT workplace, Accenture remains committed to integrating advanced technologies that improve the end-user experience. To find out more, visit www.accenture.com/techadvisory

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