



Data Sheet

Why Digital Desk?

Digital Desk offers capabilities that deliver an exceptional employee experience for modern enterprises that seek intelligent service management solutions for their digital transformations. Digital Desk helps optimize processes and workflows, brings about automation, and set up important alerts. As a result of such changes, your business is going to save time by decreasing manual effort and rework. With the help of an Digital Desk system, your employees can find solutions to their problems much quicker through self-help. Employees can also log in to their issues and place requests by themselves via self-service, which leads to fewer calls to the service desk. Furthermore, automated solutions also help reduce the stress on your service desk agents. Digital Desk can help your company to deliver a better customer experience.

Business Challenge

20th-century IT architectures are not suitable for today's everchanging environments and leave companies unprotected from sudden disruptions. While it's important for leaders to keep their hands on short-term challenges, they also need to keep their eyes on the future. Current business conditions require you to adapt to change, drive productivity and innovation, and deliver modern, consumer-like experiences at scale. To reach this level of agility, you need to connect digital workflows across the enterprise to optimize business processes and keep work flowing seamlessly across people, data, and systems and data.

Digital Desk Integrated Architecture

Digital Desk is based on a flexible, secure architecture and is configured to be easily integrated with any packaged or custom business application and/or leading DevOps tools. In addition, our framework allows us to build new adapters in less than 40 hours as needed to facilitate the integration of existing and preferred toolsets.

- **Secure single-sign-on protocols for clients, service providers, project teams, IT customers, and other stakeholders.**
- **Quick access to relevant data in a single dashboard based on preconfigured personas, further customizable by individual users.**
- **Preconfigured on-screen modules aligned to user types to execute business operational needs.**
- **Behind-the-scenes integration with our Digital Desk AI/ML engine brings operational data across multiple sources and domains into a single view for advanced analytics, predictive modeling, the discovery of insights, and automation.**
- **Integrate release management, security and monitoring, and other leading DevOps tools via pre-built plugins.**

Digital Desk Capabilities

ITIL Aligned Process

Digital Desk helps organizations adopt ITIL best practices and centralize all your services and operations in one place with Digital Desk PinkVERIFY™ certified processes.

Workflow Automation

Workflow automation saves time, effort, and cost, which allows your IT support teams to focus on day-to-day activities. Configure solutions fast through automated approvals, tasks, notifications, and other updates from within the workflow.

Artificial Intelligence

Artificial Intelligence (AI) and Machine Learning (ML) help automate and improve services for end-users. AI can be used to optimize workflows. AI can determine which groups or individuals are best suited to handle particular requests or issues.

Predictive Analytics

With predictive analytics, organizations can begin to make short/mid/long-term goals with greater insight. For instance, an organization can automate some of the work in the service desk and the network operations center (NOC), which will reduce operational costs. In combination of automation, predictive analytics helps to achieve greater productivity.

Bot Framework

Digital Desk bot is a self-service request chatbot. It supports the IT helpdesk as a virtual assistant, providing real-time alerts and high-speed responses. This bot has 24x7 availability and can easily integrate into existing self-service systems. Deployable on both cloud and on-premise environments.

Reports & Dashboards

Options to create reports and dashboards that include charts, widgets, KPI metrics, pivot tables, and tabular view components. The dashboards let visually slice-and-dice data, drill down into details, and change the appearance using different chart types and pre-defined templates.

Self Service Portal

Facilitate easy request creation, keep end users informed on ticket progress and approvals with automated notifications, and make company-wide announcements of outages.

Integration Hub

Allows connecting multiple applications in a GUI independent of where they are located, in different cloud environments, or on-premise and it does so without coding. This way one can orchestrate workflows by connecting components via drag and drop, and easily add and remove application integrations.

Mobile App

Take your IT help desk wherever you go with Digital Desk iOS and Android apps. Increase your technicians' responsiveness and efficiency by allowing them to manage IT tickets anywhere.

CSAT Survey

With the built-in CSAT functionality, it gets easier to measure service desk efficiency and customer satisfaction with every support ticket.