LARGEST PRIVATE FUNDED BIOLOGICAL AND MEDICAL RESEARCH INSTITUTE LEVERAGES

CHATBOT AND AI WITH JIRA SERVICE MANAGEMENT

CUSTOMER PROFILE

HQ
Chevy Chase, MD

INDUSTRY
Education/ Professional

EMPLOYEES
2500

ITC SERVICES
- Professional Services
- Managed Servicess

APPLICATIONS & TECHNOLOGIES
- Jira
- Chatbot
- AI

INTRODUCTION

Headquartered in Chevy Chase, Maryland, a 60 year old, multi-billion dollar research institute with 30+ Nobel Prize Winners is second-wealthiest philanthropic organization in the US and the second-best endowed medical research foundation in the world.

CHALLENGES

With onset and rise of Covid-19 cases, travel for meetings was restricted and their virtual conference solution was not scalable. A rigid service desk did not support work from home users along with a mechanism to capture and address agent busy / Off-line queries.

SOLUTION

- Conference support team of 6 agents available US hours with a Chatbot to pick up queries 24/7, when agents are busy or offline.
- The systems were integrated with customer ticketing system JIRA to maintain a log and audit trail of all transactions to also be utilized as a knowledge base.
- AI was developed to answer repeated queries. The solution is extended to other internal departments within HHMI organization.

RESULTS

- Even during Covid-19 onset lockdowns, mobilized and deployed support desk with Off-shore 6 agent team to support office & work from home users.
- Setup an Online / Offline query capture and addressal system using ChatBots and Artifical Intelligence to address queries faster.
- 24/7 ticket capturing system ensuring agent-busy or off-line queries to HHMI, are also addressed.
- Setup & integrated the customer ticketing system with JIRA to maintain log and develop a knowledge base of all transactions.
- Easy configuration setting incase the customer wants to make changes themselves.

ITC ADVANTAGE

- **ITC's expertise in fast mobilization of service desks & deep understanding of HHMI processes enabled fast deployment**
- **ITC's global pool of resources helped quickly deploy cost effective resources ensuring minimum disruption to daily operations**