ChangeGear + Luma

Create a Seamless Customer Experience

The Optimal Customer Service Model

The world around us is changing. Artificial intelligence (AI) is everywhere. Organizations are using AI to work efficiently, products are becoming more useful, and our world is more personalized. The service desk must keep up. Customers demand a superior, automated, and intelligent experience, and companies are moving away from rigid, cumbersome service delivery models. ChangeGear bolsters end user service with all of the critical ITSM practices, plus an intelligent virtual agent with knowledge management capabilities. Luma Virtual Agent is now the conversational interface for ChangeGear to offload IT analyst workload and to offer a better self service experience to employees.

Dramatically Reduce Support Costs

Whether you are following the ITIL framework, aligning IT services with business goals, or simply trying to keep your business afloat, ITSM automation and AI will help the IT service desk run leaner while maintaining or even increasing customer satisfaction.

Service desk automation for incident, problem, and change management is fundamental. Outof-the-box ITIL practices with configurable forms, fields, and processes, joined with a virtual agent, turns inefficient, manual-laden processes into automated, stress-free workflow.

Effortlessly Scale Your It Organization

As your organization grows, so does the rate of IT issues. Volume increases require more human resources, but adding manpower is not always feasible. With Change Gear Service Manager and Luma Virtual Agent, your team can do more with less. Free your technicians to work on high-value projects while Luma handles common, day-to-day user requests. Luma's processing power and empathetic capabilities span pre-defined skills, rapid learning, live agent transition, ticket creation and routing, and much more.

Significantly Improve Technician and Customer Satisfaction

Take service desk automation further by augmenting human capabilities with an AI-powered virtual agent. Staff and customer satisfaction will soar. Let virtual and human staff share the workload. Luma Virtual Agent creates a conversational interface across multiple channels to guide users to the answers they seek, 24x7. Human technicians are free to focus on more complex, high-touch issues. ITSM automation, empowered technicians, and intelligent virtual staff sharing knowledge across a single platform improves service quality while relieving staff stress.

Extend Your Investment in Changegear

Complex, costly, and inflexible ITSM platforms are things of the past. ChangeGear Service Manager and its flexible, responsive features are geared towards delivering a rich, enterprise-grade ITSM solution with one of the leading conversational interfaces on the market.

Visit the **Luma web page** or scan the QR code to learn more

About Serviceaide

Serviceaide is a leader in intelligent service and support. Serviceaide's vision is to transform service management, across ITSM, ESM, and Customer Service. Serving customers around the world, Serviceaide applies breakthroughs in artificial intelligence, machine learning, and natural language processing to deliver better experiences, provide enhanced self-service and empower service owners. Serviceaide transforms service through digital labor conversations, automation, and knowledge.

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