8 Reasons Your Employees Need the Workgrid AI Assistant

SAP Ariba
Approval

Procurement Request

James Durgin ordered "16-inch Apple Macbook Pro" for $2,282.60.

View Details

Content Genie

What do you wish for?

Blog post draft

In what tone?

Marketing

Provide Details

What is the status of my IT ticket?

IT Help Desk   Aug 25, 2023

Incident Status Update

Number	Description	Status
IT-124556	Mouse Problems	In Progress

Open ticket in ServiceNow

Workgrid

# Understanding digital workplace challenges

Workgrid

Shining a spotlight on the digital workplace

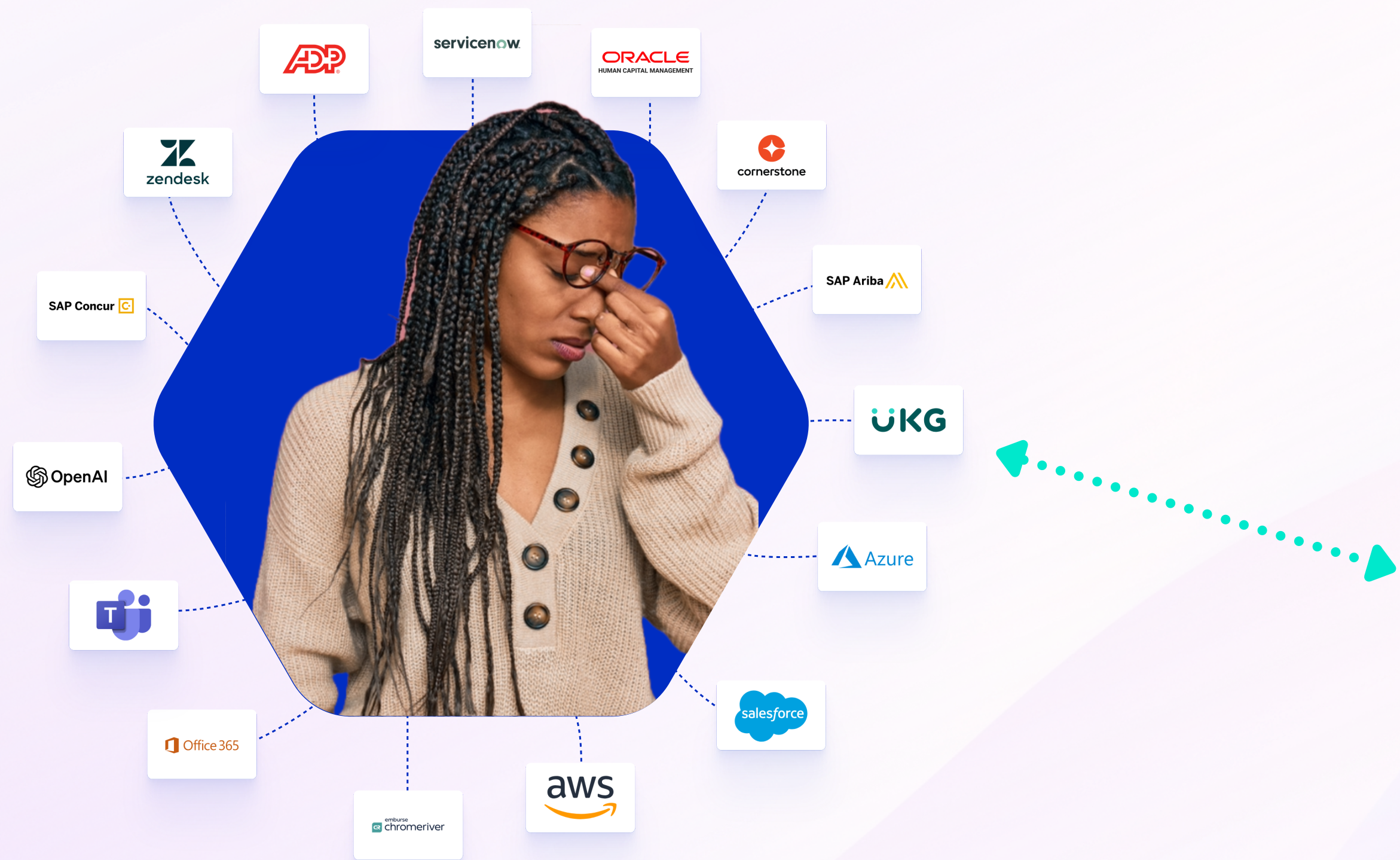Employees are in desperate need of help.

They're overwhelmed, drowning in information, overrun with applications, and frustrated by the digital friction that keeps them from spending time on more meaningful work.

One way to address this problem and help employees work smarter, not harder is with the Workgrid AI Assistant.

Workgrid
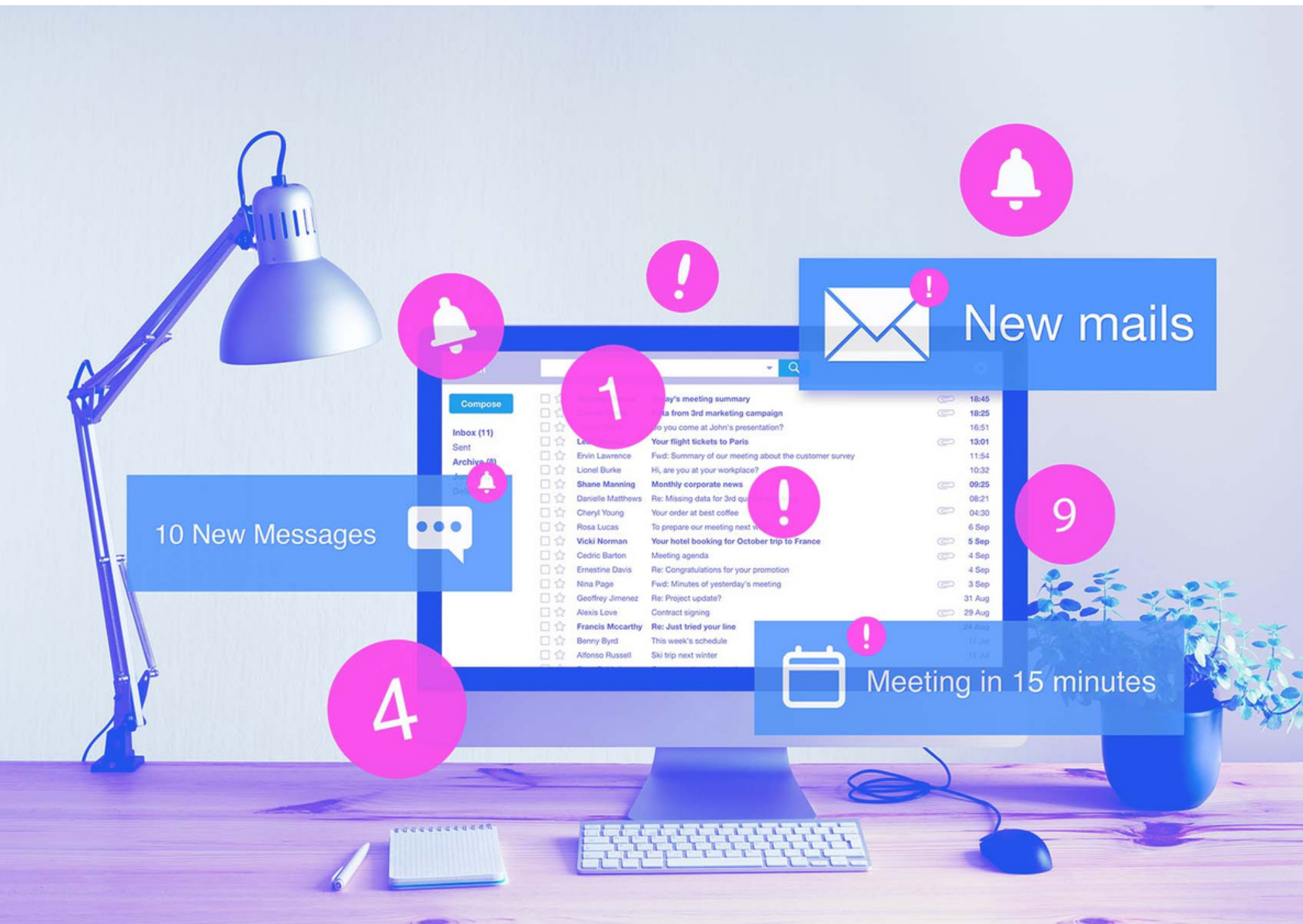
Transform the employee experience

From an overly complex environment of individual systems of record...

To a single, integrated experience that helps employees find information and perform tasks.
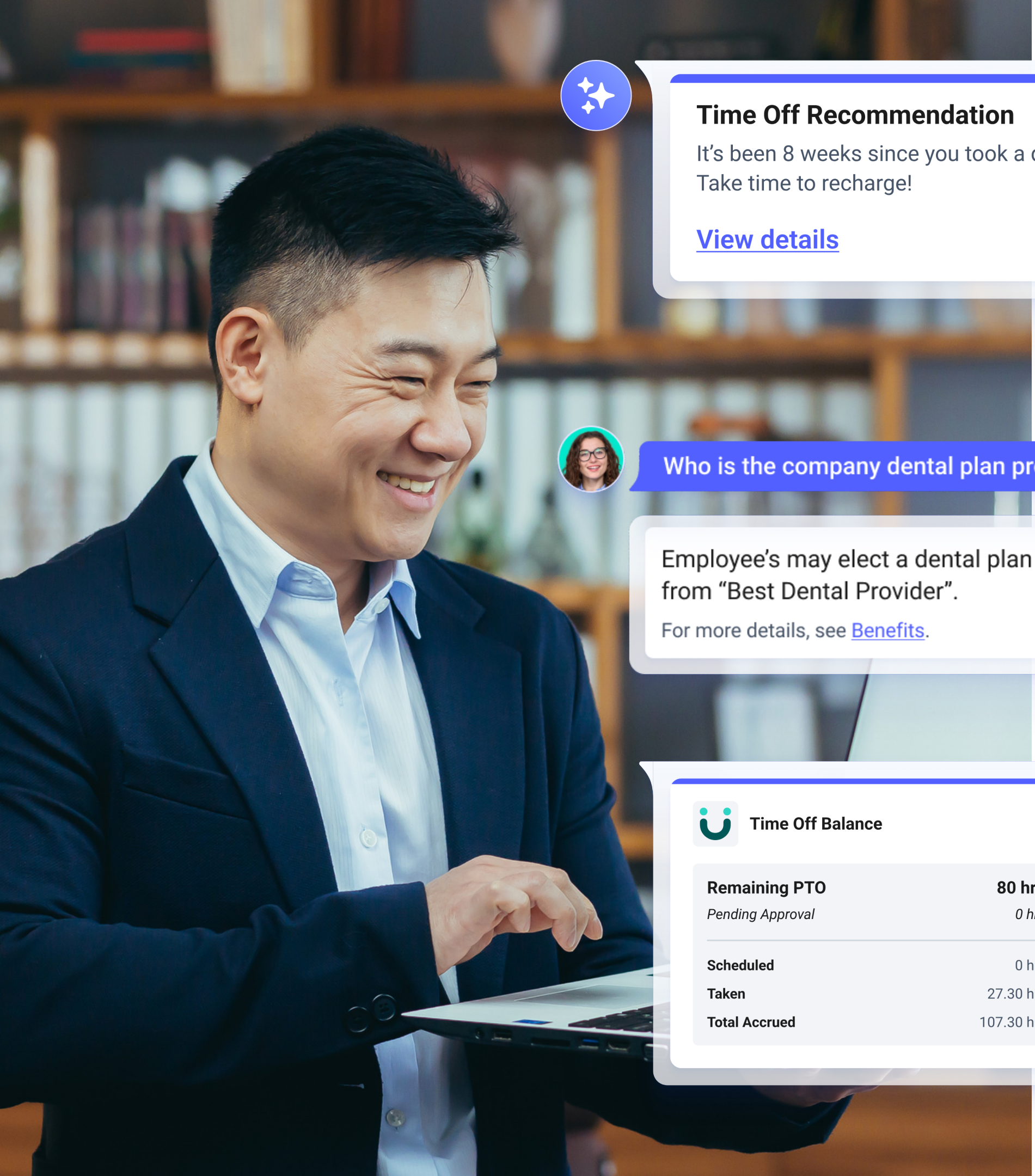
The Workgrid AI assistant frees users from spending time on routine functions that don't require human intervention, helping employees find important information and handling requests like processing approvals, submitting, and tracking service desk tickets, etc.
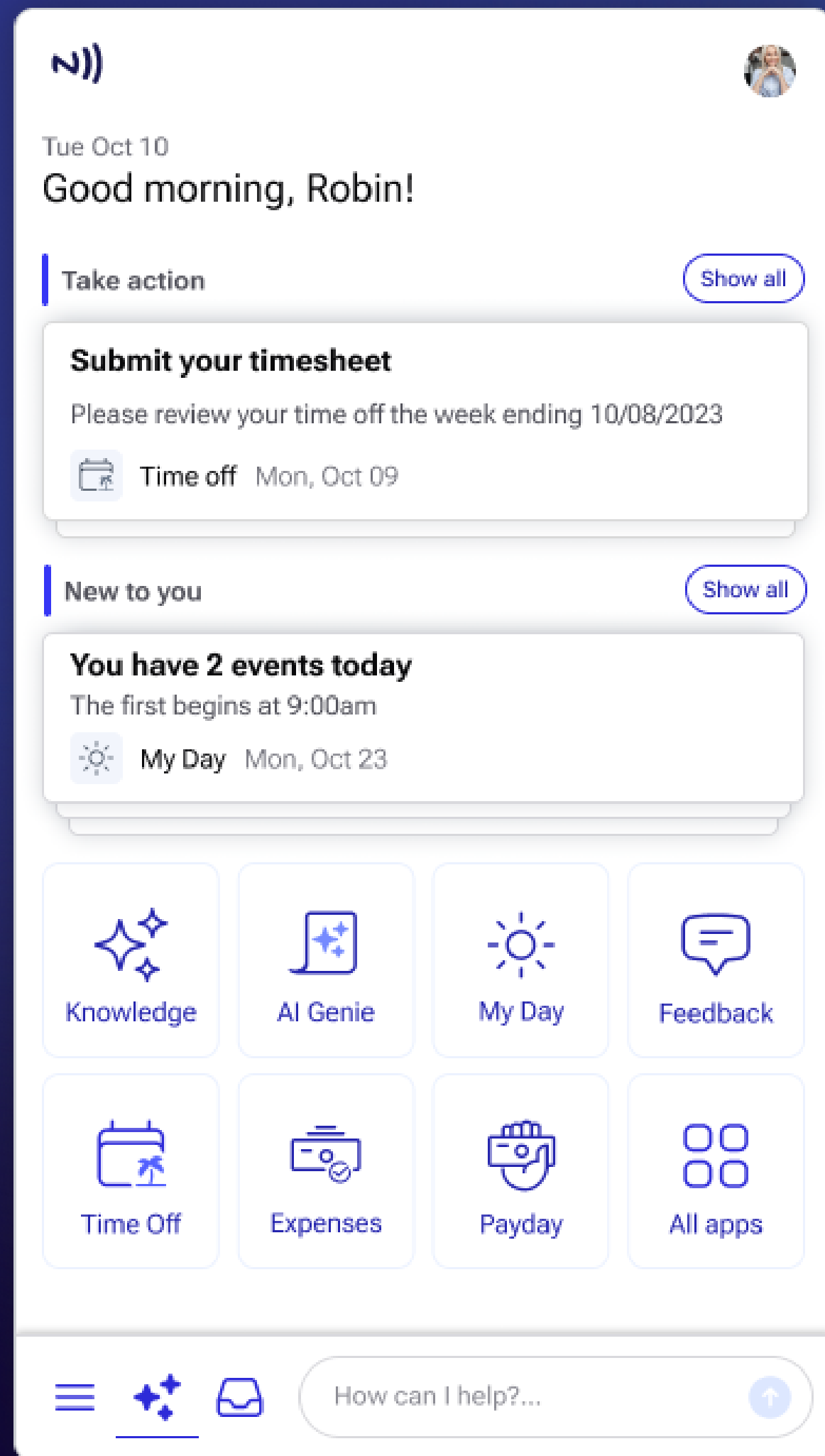
The benefits of using the Workgrid assistant are vast, and there are some compelling reasons your employees need it.

Here are some now….

Workgrid

8 Reasons Your Employees Need the Workgrid AI Assistant

Simplify, connect, engage.

1

Improving attention management

Provide employees a single destination for notifications and knowledge retrieval, intelligently guiding attention to what they need to know and take action on at the right time, in the right channels.

"…the average Global 2000 employee uses 35 different tools a day, switching back and forth more than 1,100 times" (*Source*)

Workgrid

2

Reducing digital friction

Consolidating what's important into a single experience and making it easy for employees to quickly find important information from enterprise systems — such as pay data, time-off balances, dashboards, and more — without having to log into source systems.

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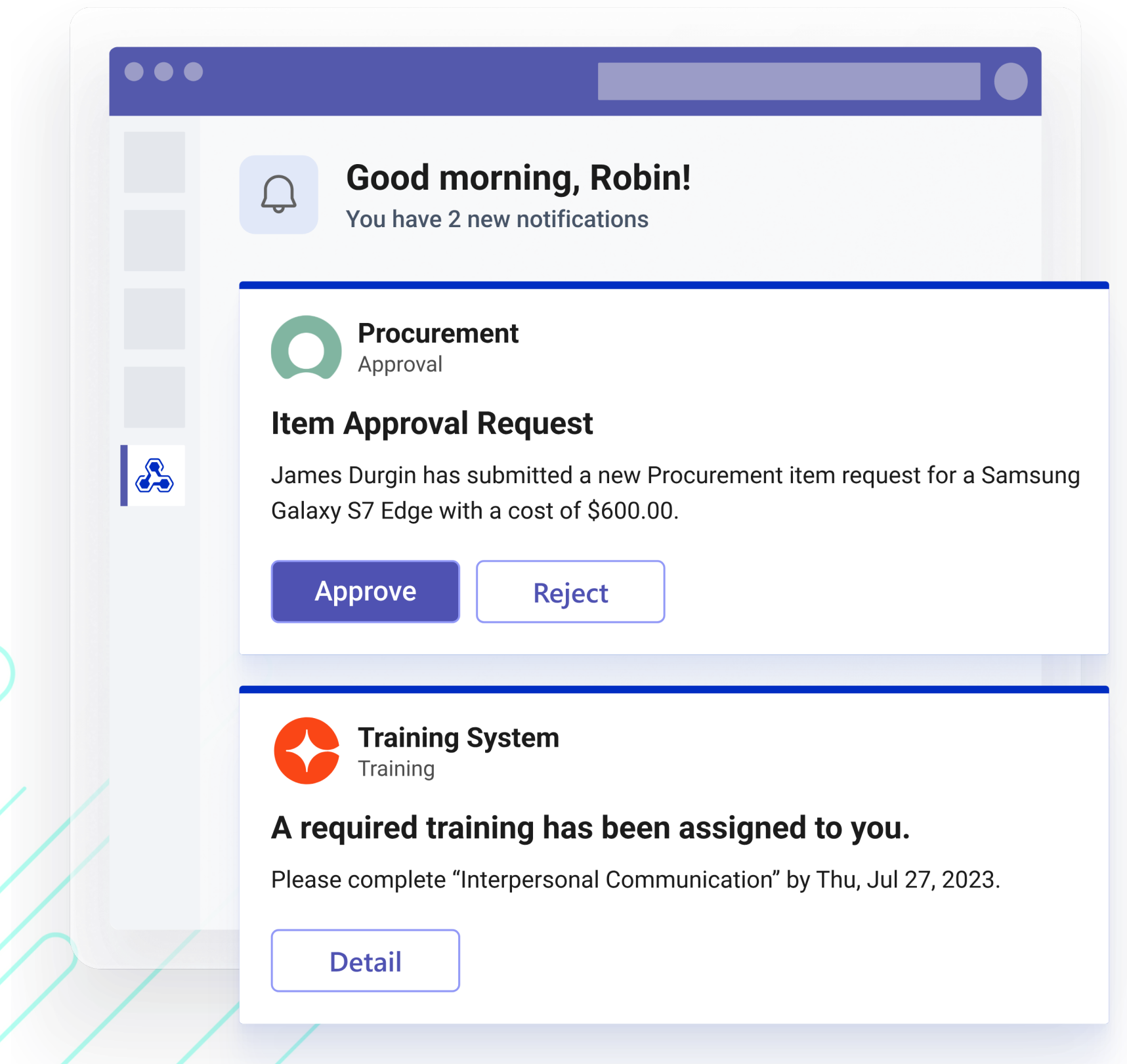
Streamlining and personalizing communication

Using existing employee data, such a job role, function, and location to deliver contextual alerts that are relevant to employees, like training and upskilling opportunities, office closures, staffing changes, crisis comms, etc.

Modernizing the tech stack

Using integrations to bring the power of enterprise applications directly to the channels employees work most, including Microsoft Teams, the company intranet, and digital workplace portals.

Enable employees to carry out tasks and find essential company info from a single experience within the flow of work, reducing complexity and providing employees with a modern user interface with responses returned as rich UI cards, apps, and forms.

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Empower, support, streamline.

5

Anticipate employee needs

Intelligent nudges leverage AI and integrations to popular business systems to encourage employees to take action including personalized suggestions from time off and travel reminders to sentiment analysis and reading recommendations.

Relevance algorithms provide recommendations and suggestions to help discovery.

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What is the office Wifi?

Looks like you're in Boston. The office wifi for Boston is *RedSox225!*

For other offices, see Office Wifi.

I can't connect to the VPN

Let's create a help desk ticket for you:

Create IT Help Desk Ticket

Category

Select a ticket category

Name

Enter a ticket name

Comment

Add details that may be helpful

Submit

How can I update a mail distribution list?

You can update mailbox distribution list using the following form:

Request Mail Distribution Updates

Source:

Mail Distribution Guide
Employee Handbook

6

Supporting the autonomy of employees

Seamlessly integrate with leading ticketing systems to empower employees with an enhanced and streamlined experience for submitting requests and receiving updates on existing tickets.

Maximize ticket deflections with powerful self-service capabilities that connects to multiple knowledge sources from documents to knowledge repositories to help employees find the information they need quickly.
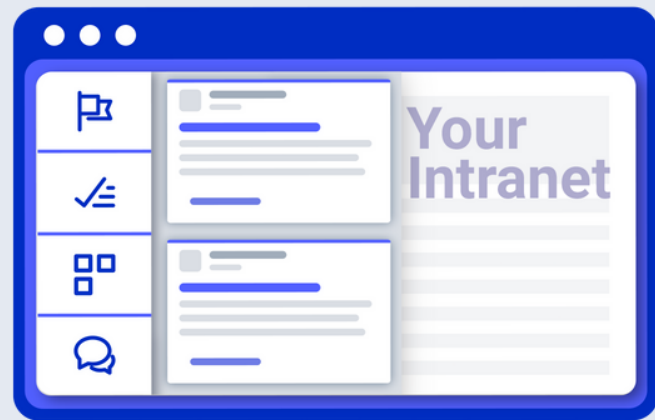
Workgrid

7

Streamlining complex, common processes

Providing task and workflow functionality that simplifies complex processes requiring collaboration across the enterprise, such as onboarding, training, performance management, etc.

Enable employees to perform tasks and initiate requests quickly, reducing multi-step workflows down to a few clicks right in the flow of work.

Workgrid

Enable, strengthen, unify.

Intranet Toolbar

Sharepoint

Microsoft Teams

Web Client

Promoting workplace agility

Available wherever employees work, whether on the intranet, via mobile, or in workstream collaboration platforms such as Microsoft Teams, the Workgrid AI Assistant is available across multiple channels.

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Want to learn more?

Check out the following resources:

Workgrid AI Assistant Overview

Request a Demo

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