## IT and HR Employee Service Automation

Employees deserve exceptional service. Organizations that invest in better employee experiences dramatically outperform their peers. The best way to engage and motivate employees and deliver better business outcomes is to deliver delightful HR and IT service.
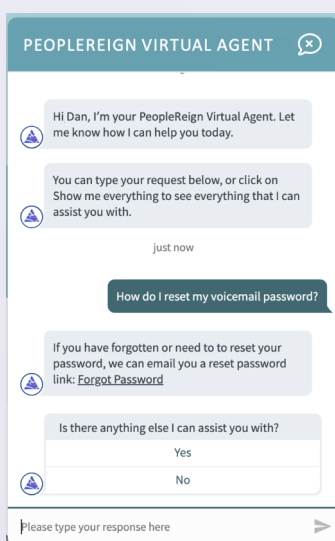
**Request a demo**
*peoplereign.io/demo*

Automate the resolution of routine IT and HR requests with AI-driven automation to deliver better business outcomes. The most respected organizations in the world rely on PeopleReign to:

- Reduce ticket volume by up to 65%
- Reduce cost per ticket by 85%
- Reduce MTTR by up to 40%
- Reduce first-call resolution rate by 55%
- Improve customer satisfaction
- Improve self-service adoption

## Deliver better employee service with superior AI technology

PeopleReign is the world's only AI-first, enterprise-grade, secure platform for automating HR and IT service that delivers value in days. Unlike alternatives, only PeopleReign:

- Uses natural language processing to deliver concise, actionable answers to common employee questions - not links to documents
- Uses domain ontologies to understand more than a million common IT and HR questions

**PEOPLEREIGN VIRTUAL AGENT**

Hi Dan, I'm your PeopleReign Virtual Agent. Let me know how I can help you today.

You can type your request below, or click on Show me everything to see everything that I can assist you with.

just now

How do I reset my voicemail password?

If you have forgotten or need to to reset your password, we can email you a reset password link: Forgot Password

Is there anything else I can assist you with?

Yes

No

Please type your response here

- Provides simple, self-service tools for business users to view and manage how AI makes predictions and recommendations
- Includes predictive analytics to help service owners understand likely future issues before they occur
- Is pre-integrated with leading service management platforms like ServiceNow, Jira Service Desk, and Remedy plus collaboration tools like Slack and Microsoft Teams
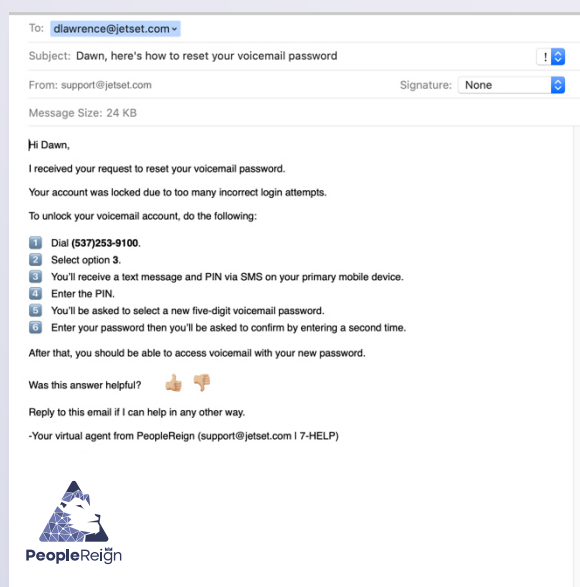
**PeopleReign**

## The world's most-respected organizations rely on PeopleReign

- The future of employee service is AI-driven automation.

- Savvy CIOs are selecting PeopleReign as the foundation of their AI strategy.

- The future of enterprise software is systems of intelligence that bridge traditional systems of record and systems of collaboration.



Ask → Classify → Recommend → Learn
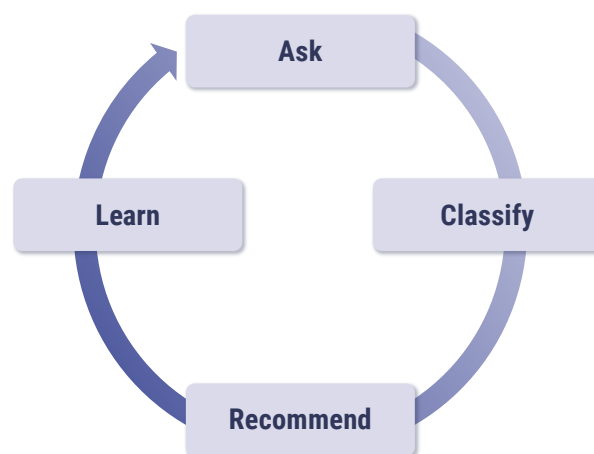
**Automate the lifecycle of service requests**

## Improve work life for everyone who has ever called the help desk



To: dlawrence@jetset.com
Subject: Dawn, here's how to reset your voicemail password
From: support@jetset.com          Signature: None
Message Size: 24 KB

Hi Dawn,

I received your request to reset your voicemail password.

Your account was locked due to too many incorrect login attempts.

To unlock your voicemail account, do the following:

1. Dial (537)253-9100.
2. Select option 3.
3. You'll receive a text message and PIN via SMS on your primary mobile device.
4. Enter the PIN.
5. You'll be asked to select a new five-digit voicemail password.
6. Enter your password then you'll be asked to confirm by entering a second time.

After that, you should be able to access voicemail with your new password.

Was this answer helpful? 👍 👎

Reply to this email if I can help in any other way.

-Your virtual agent from PeopleReign (support@jetset.com | 7-HELP)

**PeopleReign**

**Omni-channel experience: PeopleReign responds to email, chat, SMS, and voice**

" MTTRis down 34% and self-service adoption is up 27% in the past six months.

This is an amazing product! "

**Fortune 100** CIO