

A lifetime of care

EMPOWERING THE BUSINESS OF LIFE SCIENCES

PAVILION: Employee

PAVILION PATHWAY NAME: Employee Support

CHAPTER NAME: TickBOT

DESCRIPTION:

A BOT Solution to automate the tasks generally executed by a L1 Service Desk executives. This can be used as IT Service Desk manpower optimization and productivity boosting for Merck's employees.

PRE-REQUISITES:

Client PC
with Google
Chrome Browser
for Web Chat
Demo

Skype
installed Mobile
Device (iPad /
Android Tab /
Surface)

Mobile
handset with
facility of receiving
and sending Text
Messages

High Speed
Wi-Fi
Connectivity on
all Hardware

TARGET STAKEHOLDERS:

All Employees who interacts with Enterprise IT Service Desk

DETAILED USE CASES:

- ▶ User comes to PABOT on his FB Messenger
- ▶ BOT welcomes User
- ▶ User will inform BOT about his need / desire to travel
- ▶ BOT will ask the Location & dates
- ▶ User will provide the location name & dates
- ▶ BOT will check the weather for that location for supplied duration
- ▶ If the weather is unfavorable, BOT will try to double-check if user is still willing to travel
- ▶ On 'Go-Ahead' from user, BOT will check Event details for that location to ensure no upsurge in price of Hotel and Flights
- ▶ If there is major event, BOT will alert user
- ▶ If user is still willing to travel, BOT will open the Travel Request system with Location and Dates pre-filled

TECHNOLOGY:



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