Wikit

Hello 👋

I am Wikit, the intelligent assistant that digitizes user support

USES

What are the different uses covered by the chatbot?

Business Support

- Technical assistance
- Functional support
- Declaration and monitoring of maintenance operation
- Equipment management
- …

Administrative management

- Meeting room reservation
- Process management: expenses, travel, …
- …

Corpus Wikit

IT Support

- Software assistance
- Password
- Creation / Follow up incidents
- …

Corpus Wikit

Others chatbots

- Communication events
- New product launch
- Internal competition game
- Relocation
- …

…

Business Processes / Knowledge Bases

OUR PROMISE

Digitize the maintenance of your organization to:

Increase user satisfaction

Reduce costs for support services

BENEFITS

USERS

- AVAILABILITY
- REACTIVITY = SAVING TIME
- SELF TRAINING

DIRECTION

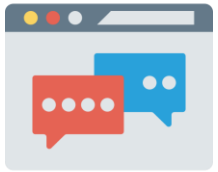
- INNOVATIVE IMAGE
- OPTIMIZED REPORTING
- AUTOMATION OF RECURRENT TASKS

SOLUTION ARCHITECTURE

USERS

INTERFACES

Webchat



Instant messaging

Desk Application

SOLUTION

Understanding of natural language*

Qualification and categorization of incidents / requests

Auto-resolve

Integrated Wikit skills and knowledge bases

CUSTOMER INFORMATION SYSTEM

ITSM software

GLPI ClariLog ivanti
IWS by isilog itop easyVISTA
servicenow pytheas SOFTWARE & SERVICES

Knowledge Bases

- Client base
- Editor base
- …

Autres outils

- HR software
- Contact Center
- CRM
- …

INTEGRATED SKILLS CORPUS

IT SUPPORT

Office

500 video tutorials

Google Workspace

300 video tutorials

- Office automation
- Equipment
- Network
- Telephony
- Software
- General Service

40 skills

HR

- Absences
- Remuneration
- Professional fees
- Management
- Organization
- Health
- Remote work

45 skills

IMPLEMENTATION

Study phase:

- Users expectations
- Scope of skills
- Knowledge base

Implementation:

- Conversations
- IS pairing (API)
- Back office

Training:

- Bot user tests
- Validation of use cases
- Pilot production

Production:

- Production
- Maintenance / Operation
- Continuous improvement

Wikit

Do not hesitate to contact me, I will do my best to answer you 😇

Here's how to contact us:

Yvan LEVACHER
06 31 14 45 09
yvan@wikit.ai