Better self-service, better user experience.
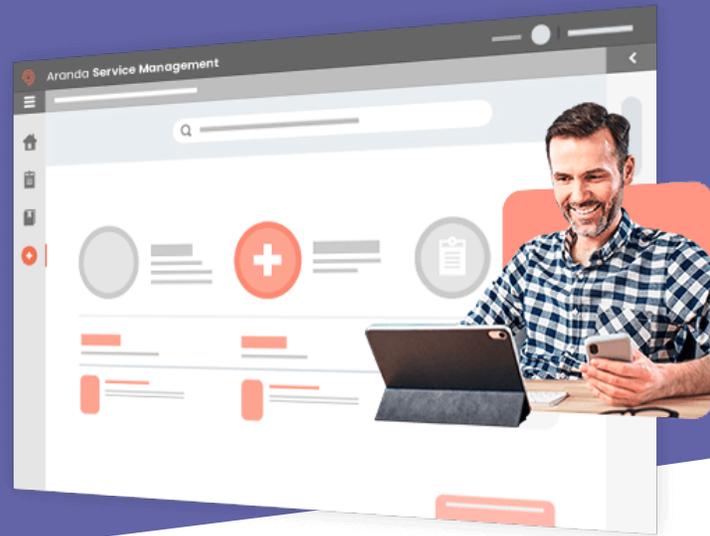
Aranda Service Management powered by Artificial Intelligence.

Elevate your customers' experience with the power of artificial intelligence **AI**. Thanks to **Machine Learning** ecapabilities and the use of generative AI included in Aranda Service Management **ASMS**[1], your organization will be *able to offer a user experience that is even more friendly, intuitive, and close, while simultaneously increasing the operational efficiency levels of your support and reducing the diagnosis and resolution time for requests.*

Our Aranda Virtual Agent assistant for Microsoft Teams, WhatsApp, and email incorporates the following capabilities[2] to further increase the automation level of your Service Desk and improve user satisfaction.

Case creation using natural language

Allows users **to quickly register** their requests in the Service Desk through **natural language conversations,** reducing creation time while maintaining the quality of the information entered.

Thanks to the use of LLM³ and fine-tuning models such as ChatGPT 4o, ASMS **understands how your users express themselves and recognizes exactly what they need.**
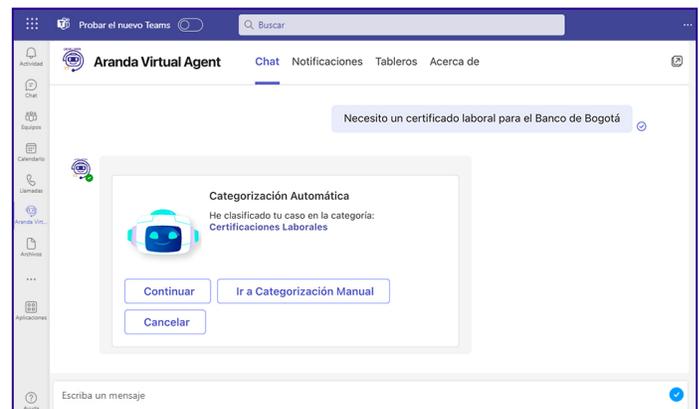
Case creation using natural language in Microsoft Teams.

¹ Available for Aranda Service Management Suite customers version 9.8.0 or higher·
² To use the capabilities described in this document· an active subscription to OpenAI and/or Azure Cognitive Services· provided by the customer· is required·

Create cases for any Service Desk *(HR Management, PQRS, General Services, IT Support, etc.)* without the need to navigate through service catalogs, services, and categories that your users do not understand.

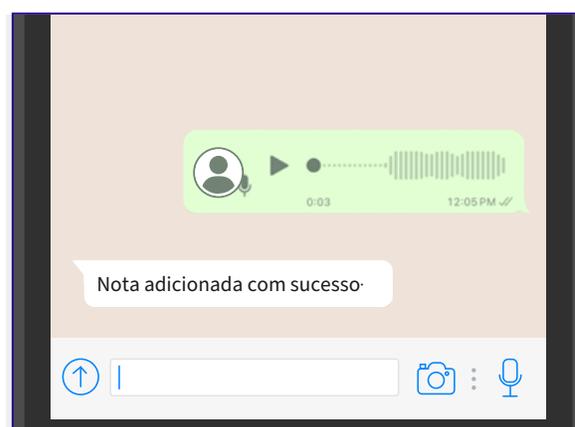Aranda Virtual Agent will understand what they need and create the requests in the Service Desk immediately.

Case creation using natural language is compatible with automatic case classification and automated data extraction capabilities for additional fields.

Creation of cases and comments through voice messages (WhatsApp)

Through the use of **voice messages**, Aranda Virtual Agent further simplifies the process of creating cases and their comments, elevating the user experience for any Service Desk.
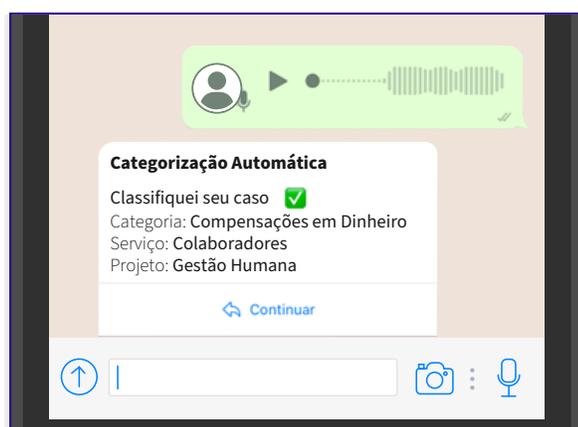
Creation of a case through a voice message on WhatsApp·

Add comments to a case through a voice message on WhatsApp·

The simplicity and ease of use of a WhatsApp voice note harness the full power of Aranda Virtual Agent, which:

- Converts the voice note into understandable text (speech-to-text).[4]

- Analyzes the text and determines the most appropriate course of action, utilizing the natural language processing capabilities built into ASMS.

Case creation via voice notes is compatible with automatic case classification and automated data extraction capabilities for additional fields.

---

[3] Large-Language Model
[4] Voice notes with a maximum duration of one minute·

Automatic case classification using Machine Learning

Simplifying the interaction between your users and the Service Desk should not result in an increase in classification and diagnosis times by the first support levels. **As Aranda Virtual Agent interacts with users**, it learns more about how they express themselves and how to understand them correctly.

For every conversation and/or voice note sent by a user (on Microsoft Teams or WhatsApp), Aranda Virtual Agent automatically identifies the most appropriate type of request for registration, using a machine learning engine trained with Generative AI. In this way, Aranda Virtual Agent immediately recognizes:

- **Which project or workspace** of your Service Desk the case to be created corresponds to (e.g., HR Management, General Services, IT Support, PQRS, etc.).

- **Which service** (within the Service Catalog of the corresponding project) the case should be created for.

- The category of the case.
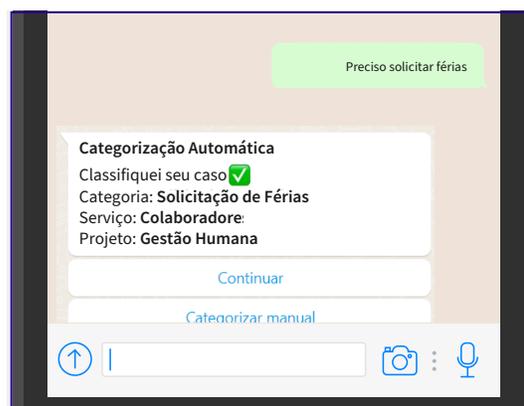
Creation of a case through a voice note on WhatsApp.

Automatic case classification allows the user to "manually" reclassify their case if they consider that the virtual assistant's suggestion does not meet their needs, or they can create the case directly in the web interface.

Additionally, automatic case classification **also applies to requests created via email,** ensuring that cases are registered and assigned to the most appropriate project, service, and category. **This further reduces assignment times and frees the support team** from routine tasks, such as the initial classification of requests.
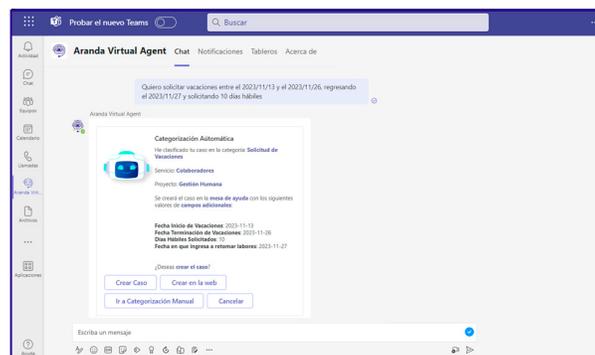
Automated data extraction for additional case fields

Some types of requests in the Service Desk require additional information for correct processing:

- **A vacation request requires data** such as the start and end dates of the vacation, the number of business days, among others.

- **A user creation request requires data** such as the user's start date, the department they belong to, their identification document, among others.

- **A website exception request in a network** firewall requires data such as the user requesting the exception, the website to be unblocked, the reason for the request, among others.

In the context of creating cases through virtual assistants, **many solutions do not allow these data points to be captured directly from the conversation** or voice note, forcing support technicians to obtain these details after the request is created, **which increases classification, diagnosis, and resolution times.**

A **truly intelligent virtual agent, such as Aranda Virtual Agent,** is capable of **recognizing data** coming from the conversation, voice note, or email message that originated a case and automatically **associating them with the additional** fields of the request.

Automatic data extraction of a case to be created via Microsoft Teams.

Data extraction supports additional fields of various types: short text, date, integers, real numbers, booleans (Yes/No), among others.

Smart Knowledge Search

How often do your users get frustrated because they can't find the information they need?

It is common for users to feel frustrated when they cannot find what they need, **especially when information is difficult to access** or spread across different platforms.

Aranda Software's smart knowledge search allows **information to be found and used efficiently**. It understands the precise meaning of the user's query, analyzes all available articles in the knowledge base and on external sites to find the answer, provides a clear summary, and creates a link to the original article from which the information was obtained. This allows users to resolve their questions autonomously, promoting a **self-service culture**. As more users self-manage, the need for contact with agents decreases, contributing to the reduction of operational costs.
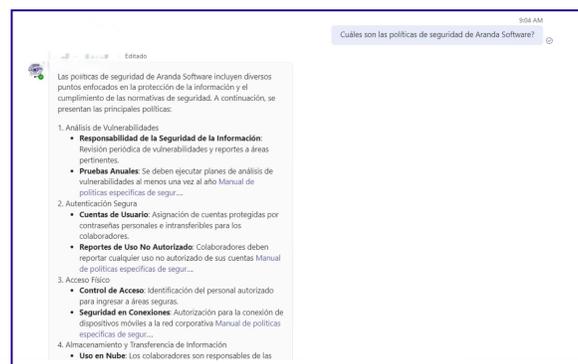

Aranda Virtual Agent answers questions in real time, using generative AI and providing additional links for more information.

Automatic Case Assignment

Reduce resolution times by automatically distributing cases to the right people, saving time and **reducing errors.**

Aranda Service Management **automatically identifies the most suitable group to handle** the case based on its subject and description.

With automatic case assignment, **productivity is enhanced,** available resources are optimized, and requests are **managed quickly and efficiently.**
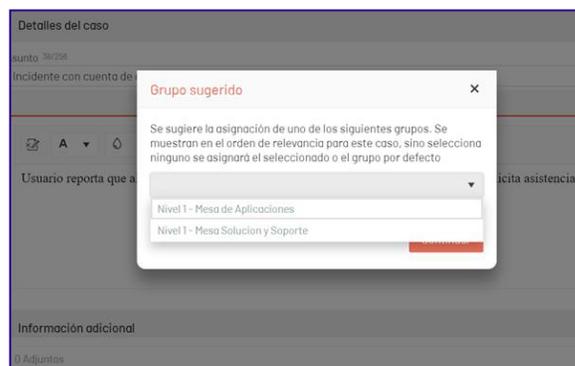
Suggestion for automatically assigning a request to specialized groups based on the subject and description.
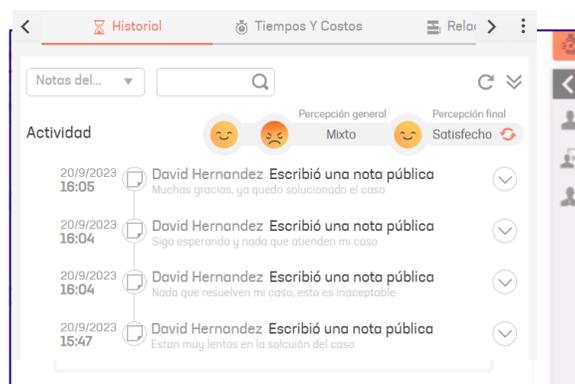
End-User Sentiment Analysis

Users do not respond to satisfaction surveys.

It is essential to evaluate different moments of the *"Customer Journey"* to verify if the satisfaction level increases or decreases throughout the journey.

Identifying the level of satisfaction of end users is a challenge for any area that provides services, especially when:

Once a case is created in ASMS, and **whenever a user provides additional information or inquires directly about its status** through public comments in the Customer Portal, Mobile App, or via email, support technicians will have the option to **evaluate the sentiment associated with these comments** (positive, negative, or neutral). Through text mining algorithms, it will be possible to **identify the best course of action** based on the user's perception of the service for each request.

Sentimentos associados aos comentários de um usuário para um caso no ASMS.

The sentiment analysis performed by ASMS for each case operates on two levels:

Overall perception

Corresponds to the evaluation of the most representative user sentiment throughout the entire service provided (that is, until the case is resolved or closed).

Final perception

Represents the evaluation of the user's sentiment in the last comment or note entered by them, which is typically associated with the confirmation or rejection of the provided solution.

Agent response to the end user, improved in quality, writing, and spelling.

Among the daily tasks of agents is the resolution of various requests. However, problems frequently **arise related to the quality of responses,** such as a lack of time to draft them properly, the omission of important information, or a lack of clarity in communication. Aranda Service Management **generates clear and precise responses** without agents needing to invest significant time in writing, reducing errors associated with a high volume of requests. As a result, agents can focus **on more complex tasks more efficiently, contributing to higher customer satisfaction.**


Agent response to the end user, automatically improved.

Solutions for requests, improved in quality and automatically replicated in the knowledge base.

Automating the drafting of FAQs **facilitates knowledge creation and significantly improves service** and self-service. The integration of artificial intelligence simplifies this process by allowing **an article to be automatically generated based on the solution** provided by the agent after a request is resolved. This text can be edited for further review and will be available to other agents or users who need the information.

Furthermore, this technology offers advantages such as the fast and continuous **update of the knowledge base, ensuring that information** is always relevant and aligned with current needs. Constant access to this knowledge also reduces **response times in resolving queries**, providing more efficient and accessible service at any time.
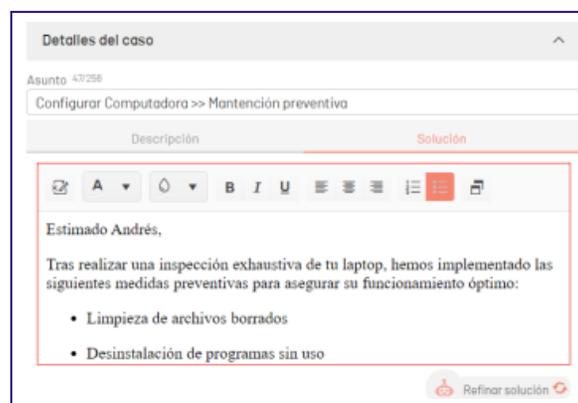
Solution for a request, optimized with Generative AI and automatically recorded in the knowledge base.

Case Summary

Favoring the understanding of requests has never been so simple and effective. Accelerate response and resolution times through automatically generated summaries with just one click, improving the collaboration of your Service Desk team without the need to review each request in detail to make the best decision. Summaries are also available for automatic delivery via email, directly from the request itself.
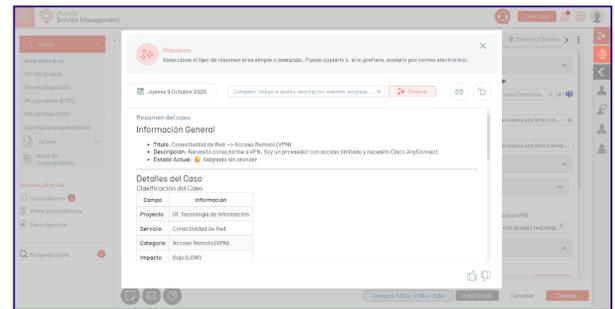

Automatically generated case summary.

ASMS + Copilot: AI-powered self-service experiences

Copilot helps users p**erform repetitive tasks** and access knowledge using natural language, facilitating process automation and efficient information retrieval. By generating responses in natural language, **interaction becomes simple and accessible for customers.**

Thanks to the integration between Aranda Service Management and Copilot, it is also possible to **automate frequent** actions performed by users and service desk agents, such as case tracking and management.

This not only saves time but also **improves efficiency and encourages self-service**, allowing teams to focus on more complex and higher-value tasks.
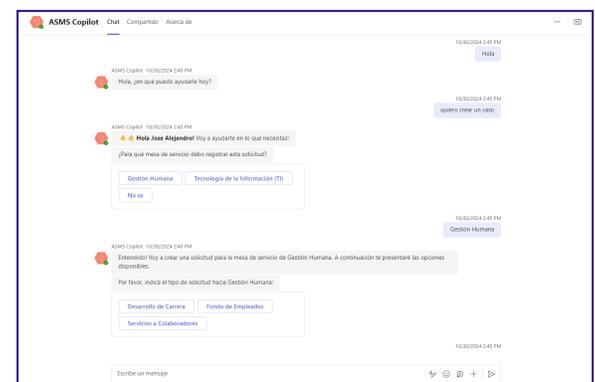
Automatic case creation in natural language.