Chatbot ROI report for Contoso

Helpdesk IT Chatbot

2/22/2022

YOUR CURRENT SITUATION

Here's a summary of Contoso current situation with the information you provided.

25000
# of employees

2500
# of tickets per month

$15.56
cost of a ticket

30%
of level 1 questions

15 min
average time to answer a question

We used this information to estimate the potential quantitative ROI of implementing a Helpdesk IT chatbot in your services.

Something to consider

Some organizations may see chatbots as an opportunity to reduce personnel costs. The reality is that there's a more significant opportunity around reducing the number of tickets created, improving IT services, and ensuring that your team is free to focus on the more complex questions or innovative projects.

Contoso
Helpdesk IT Chatbot ROI

After the chatbot deployment

750

 # tickets reduced per month

- 30%

Reduction of the ticket's number

$11,670
Saved per month

- 30%

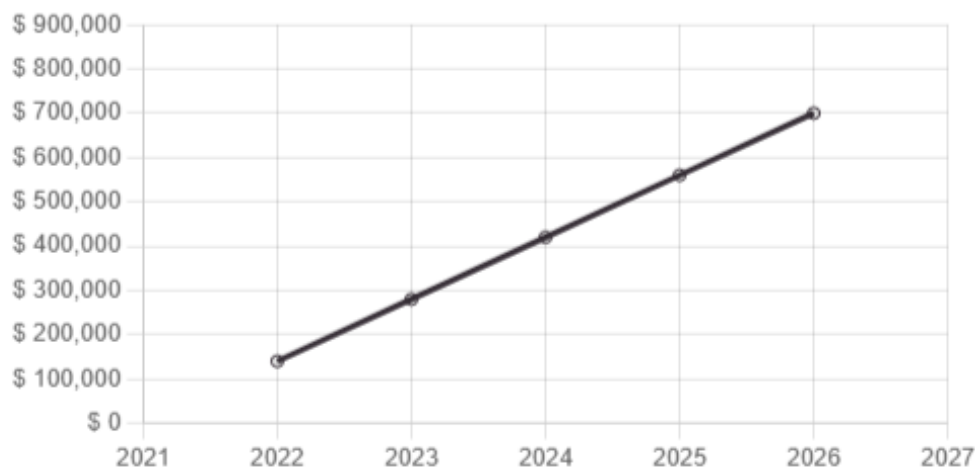Reduction of ticketing costs

8 days
Won per month

- 124%

Time spent answering questions

In 5 years you will have saved $ 700,200

Helpdesk IT Chatbot ROX

The intangible value of your investment

A Helpdesk IT chatbot is more than reducing the number and therefore cost of tickets. Other intangible quality-of-work benefits justify the investment in a support chatbot. These are the ones our current clients see the most.

Relieved IT support

IT support will deal with less low-value tasks: changing passwords, informing about internal policies, etc.

Collect strategic data

Most recurring type of problem, % of resolved issues, # of tickets generated, and the % of satisfaction.

Employee satisfaction

Quicker response time + round the clock support = happy employees.

Automate processes

Grant access to specific IT tools, generate an email address, create accounts for each application, etc.

24/7 support

Whether at midnight or dawn, employees will always have a level 1 support to whom to turn to when in need.

Innovative IT

AI and Machine Learning to proof employees and the Committee Board that IT is more than "computer stuff".

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READ CNAF TESTIMONIAL

CNAF launched its first internal Chatbot to support the digital transformation of its employees in June 2021, T-BOT. A first chatbot to train 30,000 employees on Microsoft Office 365 tools. But since then, the public body has gotten into the game and is creating more chatbots thanks to the studio. T-Bot was joined by E-Bot, Eve, Pil-Bot and soon an HR chatbot and even metabots very quickly.

Read more...

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