

## HELP DESK AUTOMATION AI DIGITAL ASSISTANTS



### BACKGROUND

This national transportation company manages almost 2,000 trucks and over 2,500 trailers, moving goods across the U.S. and Canada from 13 distribution centers and over 40 terminals.

## Providing fast, reliable helpdesk services to their 7,000+ employees with fewer resources

### PAIN / IMPACT

**Even with a team of over 16 full-time helpdesk personnel, they were overwhelmed by employee requests, often not getting to tickets for 8-12 hours after submission**

- Unable to meet service level agreement commitments for timely issue resolution
- Helpdesk technician burnout from doing mundane and repetitive tasks led to high position turnover
- Lost hours of employee productivity due to users' inability to access critical systems
- Inaccurate forecasting of staffing for helpdesk functions

### SOLUTION

**LRS built an AI-based chatbot for automating repetitive IT Helpdesk functions**

- The LRS solution allowed for the automation of the top helpdesk requests (password resets topped the list)
- Focused on security, the LRS solution accurately identifies user via multi-factor authentication before making any changes
- Our solution fully integrates with their ServiceNow helpdesk system to log and track all requests
- LRS enabled employee self-service via three channels: Teams, email, and web
- The LRS solution automatically transfers requests to a helpdesk technician when a sensitive system is involved or the user expressed frustration

### OUTCOME

- Decreased the IT Helpdesk load and reduced helpdesk staffing from 16 to 2 FTEs
- Reduced time for password resets to under 60 seconds
- Re-deployed 14 helpdesk technicians to more strategic and fulfilling IT functions, improving their job satisfaction, company performance and in many cases with increased pay

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