



Zero Touch Support: Product Support With No Wait-list

Situation: The Conventional Problem of Waiting

Conventional TAC Support Models not only take far longer, but they also leave you frustrated waiting on hold and hoping that you get someone knowledgeable on the phone. Only to then realize that there was additional data you needed to collect resetting the entire wait time.

----- The Conventional TAC Support Model: 45+ Stressful Minutes ----->

User Request Help



Wait list for support staff

Attempt to convey required data to support

Support ticket created

Feature Definition

Composer Zero Touch Support™ (ZTS™) a key feature of Composer V5.2, is designed to deliver product support with no phone call, email or support portal login by the end user. This industry first support process can be started with multiple triggers:

1. User initiated by Composer web UI as a workflow via the Orchestral Support Pack
2. User triggered through the omni communication channel, viz. Slack, Microsoft Teams, Twitter, etc.
3. Triggered by organization's existing helpdesk ticketing system, viz. ServiceNow, Remedy, etc.
4. Embedded intelligence in Composer to start ZTS workflow based on rules and thresholds delivering in-built self diagnostics feature with no human intervention.

The ZTS workflow programmatically creates a support incident ticket on the Orchestral.ai support portal. It also auto collects all relevant data and forwards this data to Orchestral.ai support to allow for instant triaging and alerting of the Orchestral.ai's Customer Success Center.

Composer Benefits



Industry's first Composer ZTS support mechanism brings the mean time to respond (MTTR) to an incident down to minutes, eliminates phone calls, wait times and complex data gathering.



Data auto collection ensures relevant debugging data is collected and published to ensure quick turnaround and incident resolution..



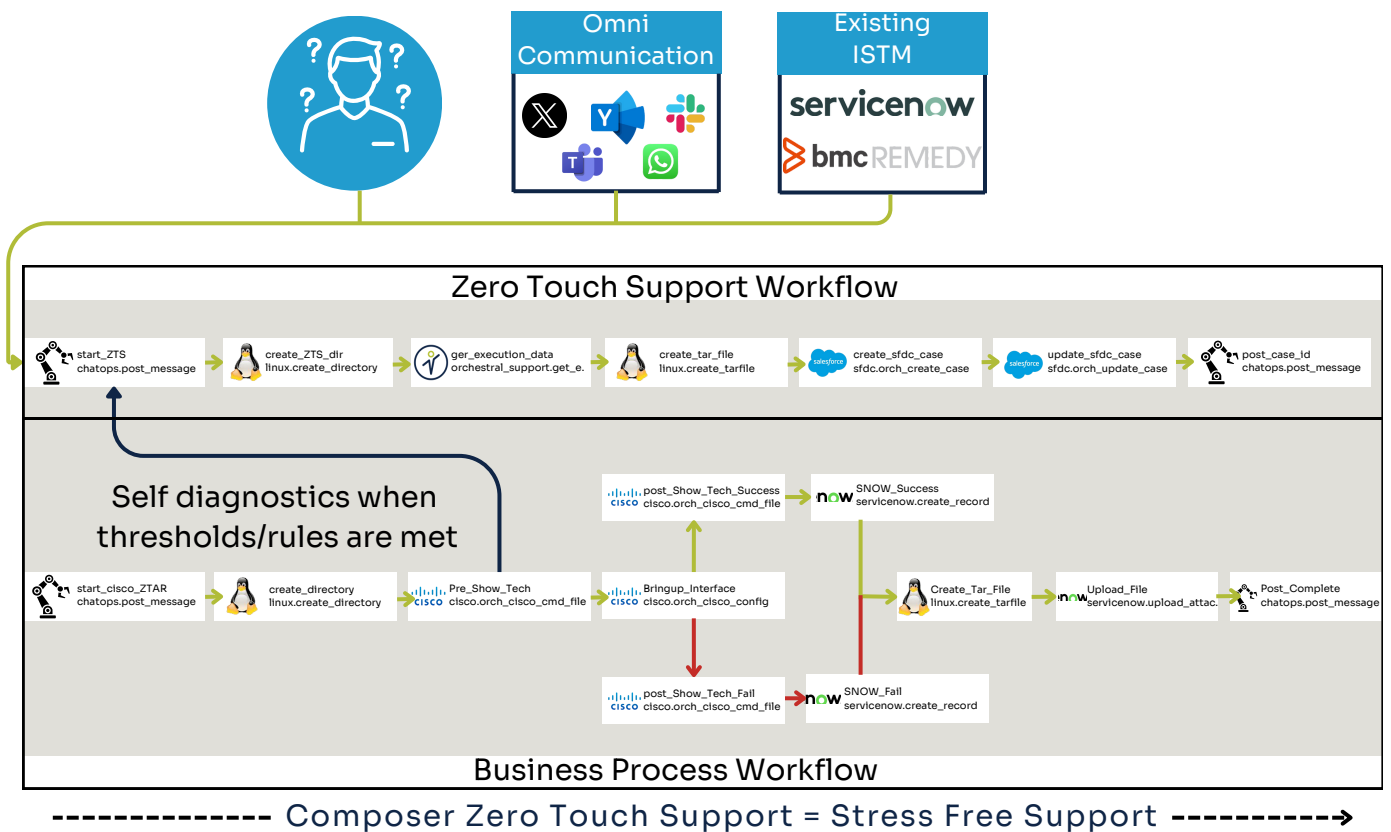
Industry first self diagnostics, an intuitive feature combined with ZTS ensures auto-remediation of the Composer product.



Network Device Auto Remediation Network Management

Orchestral.ai's ZTS Solution

A key issue of any modern support system is its connectivity. Composer ZTS rises to this challenge by ensuring that multiple triggers are able to start the solution. Whether it be interacting directly with the web UI, a message through our omni communication channel that accepts Microsoft Teams, Slack, and others, or going through a traditional support ticketing system such as ServiceNow or Remedy, Composer ZTS is ready. Composer's self diagnostic feature gives the ability to set rules and thresholds on existing workflows that are set to automatically trigger the data collection and ticket generation for a support ticket. This allows the Orchestral.ai support teams to already be working on issues, even if a customer is asleep and has not yet notified us of the issue.



Composer ZTS: Takes as few as 1-2 minutes depending on automatic data collection. A Stress Free Alternative that will not only speed up your support tickets, but will also ensure all relevant data is collected.



Orchestral.ai
Conquer Complexity in Enterprise IT

About Us

Orchestral's mission is to enable IT infrastructure & operations teams to more effectively manage the complex mission critical processes that their organizations depend upon for day-to-day operations. We accomplish this today with the Orchestral Platform - an integrated suite of automation, orchestration and Explainable Artificial Intelligence (XAI) technologies designed to empower enterprises to start their transition toward Autonomous IT Infrastructure.