



iBiiOST2 Zero Touch Support

Product Support With No Wait-list

Feature Definition

iBiiOST2 Zero Touch Support™, (ZTS™) a key feature of iBiiOST2 V4.0, 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 iBiiOST2 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 iBiiOST2 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.

Key Advantages



Industry's first iBiiOST2 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 iBiiOST2 product.

The Conventional Problem

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



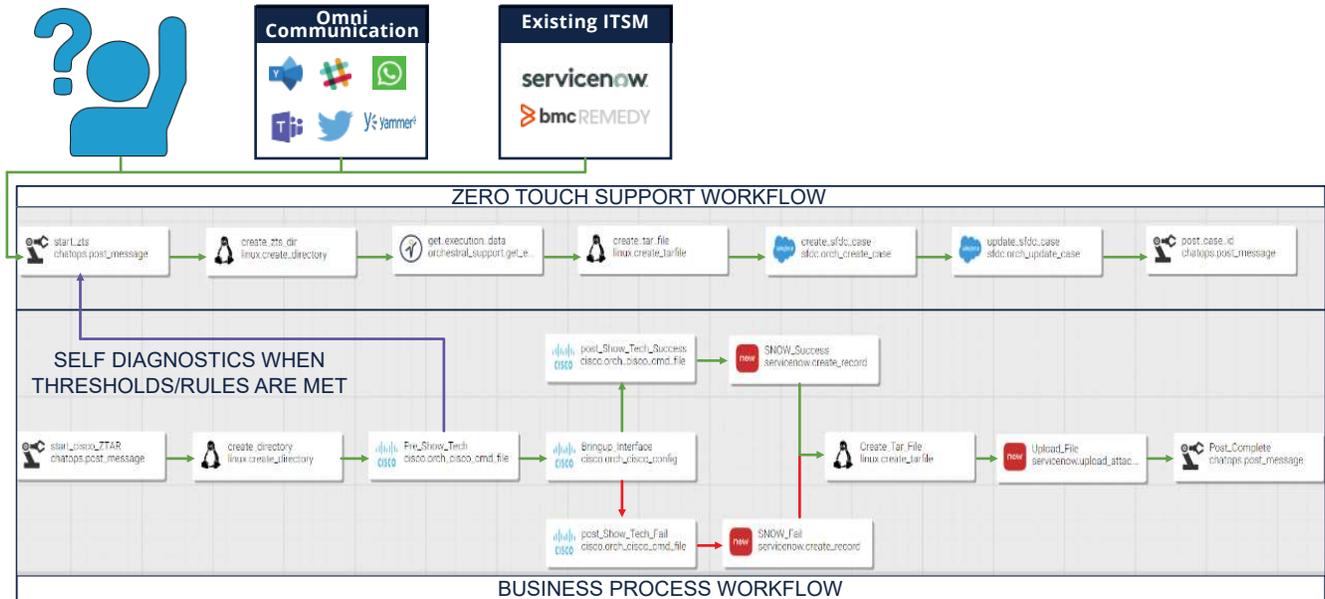
Conventional TAC Support Models not only take far longer, but they also leave you frustrated waiting on hold and hoping that you get someone knowledgeable on the phone. Only to then realize that there was additional data you needed to collect resetting the entire wait time.



Powered by
iBiiOST2

Orchestral.ai's ZTS Solution

A key issue of any modern support system is its connectivity. iBiiOST2 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, iBiiOST2 ZTS is ready. iBiiOST2'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.



----- iBiiOST2 Zero Touch Support = Stress Free Support ----->

iBiiOST2 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
AI-Driven Orchestration

Orchestral.ai is a team of like-minded technology professionals possessing a combined experience of over 100 years in the IT industry.

Our team is uniquely versed in building commercial web scale cloud architectures, has extensive knowledge and experience in data center operations and building data centers across the globe. We also pride ourselves on our expertise in the field of system modeling for capacity planning, scaling business applications, and our focus on the user experience. The combined expertise of our team at Orchestral has been leveraged to assemble the patented technologies aimed at alleviating the pains currently plaguing the IT industry.

Contact Us

For more information, please contact our Client Development Team at info@orchestral.ai