

## Knowledge can't help you now You need ANSWERS . . . and so do your people



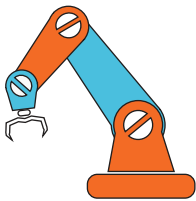
### Let people ask questions in the context of their work

Don't make them "go somewhere else" to get the answers they need . . .  
Provide self-help answers in places they already go: Email, Chat, Mobile, ITSM Self-Service Portal, and more.



### Give people short answers, but let them drill to detail

Don't make them read long documents to maybe find a solution . . .  
Give short answers to specific questions, then link to full detail should they want to learn more.



### Automate getting answers from people, tickets & documents

Don't give your support team any additional work . . . Let machine learning algorithms and natural language processing do the heavy-lifting so that your team doesn't have to.

## Our customers include



### Ask

When a user runs into an IT issue, they'll ask for help by opening a ticket, or searching for information as usual. In any case, Kaleo will return answers to help them solve their problem.

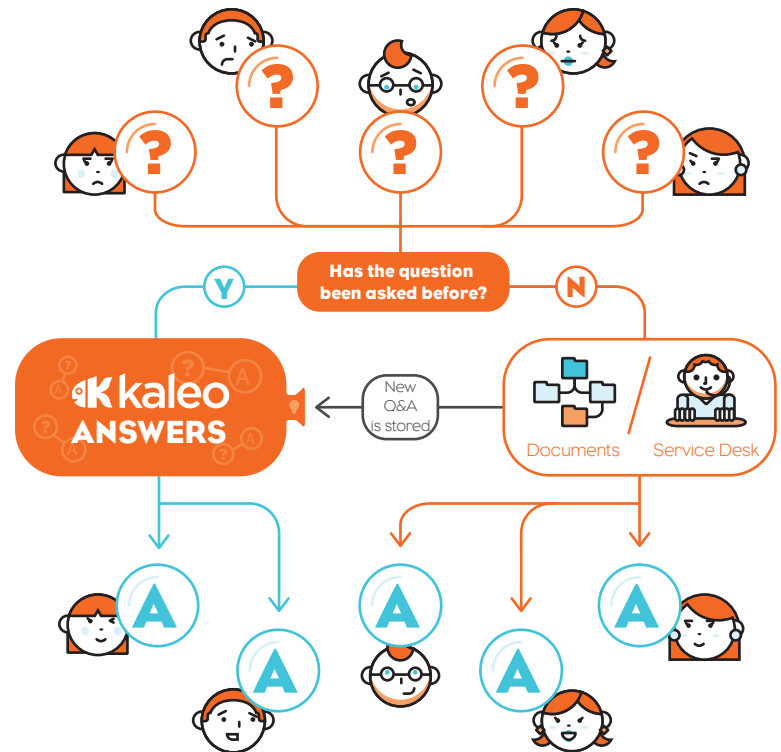
If the IT problem is resolved through self-help after reading a Kaleo answer, Kaleo will close the ticket and auto-populate the incident notes to let the support team know the user successfully helped themselves with Kaleo.

### Answer

Kaleo automatically returns answers to promote self-help. However, if Kaleo doesn't find an answer, the ticket will remain open and go through its normal cycle. Once the ticket is closed by a support tech, Kaleo will transform the closed ticket into a new Q&A in Kaleo for future users with the same problem.

### Automate

Kaleo uses APIs to monitor ticket activity within your ITSM platform then automatically sends, extracts and curates answers from closed tickets.



## Why Kaleo?

**We live in a world where self-help isn't just an option, it's a preference.**

With knowledge always readily at our fingertips, we've become used to Googling or YouTubing how to resolve our own problems fast. This isn't just a preference in our personal lives; we want the same at work.

**You're writing knowledge articles but aren't getting full value from them.**

Writing knowledge articles takes a lot of time and resources, so it's a shame when they aren't being used. With Kaleo, you'll get full value from your articles by having them converted to Q&A that people will actually read.

**You're spending \$\$\$ on problems that could be resolved by self-help.**

At an industry average of \$16 per ticket, you're spending big bucks on IT problems you've already addressed. Kaleo reduces cost by deflecting tickets and making self-help the preferred way to resolve a ticket.