

Help Desk, Powered by TOBIAS

Automate your Help Desk with the help of TOBIAS, our Tier 0 Support Chatbot, and save your organization in IT costs.

Whether you're in a technology transition with expected increase in help desk tickets or are looking to augment or even outsource your in-house help desk operations, TOBIAS is here to help. Our Tier 0 Support offerings, powered by TOBIAS, streamlines your help desk operations, offers powerful reporting insights, and empowers your team through self-service support.

Our powerful AI-enabled chatbot, TOBIAS, is pre-loaded with organizational information, resources, and tip sheets to automate support and is truly a first line of defense to significantly reduce Tier 2 ticket volumes by answering questions, triaging issues, and learning from past chat logs.

Tier 0 Support Features

- Custom Branding & Marketing
- Advanced Ticket Reporting for Training Insights
- Intuitive & Friendly UX
- Multiple Integration Points
- Scalable Deployment & Rapid Set Up
- Customizable Programming & Advanced Machine Learning
- Real-time Audio & Video Support with Tier 2 gent Routing

Who is TOBIAS?

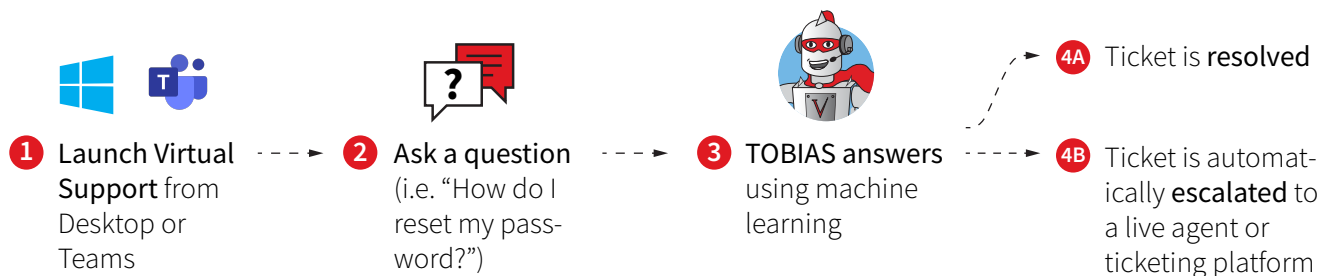
TOBIAS is an **AI-enabled chatbot** that answers basic questions, triages issues, and learns from past chat logs. TOBIAS is an acronym for **T**echnology **O**perations **B**usiness Information **A**rtificial System. We call him "Tobi" for short!

TOBIAS can be deployed as an extension of your help desk, or as an essential arm of Divurgent's Managed IT Service Solution.

Here to save the day! Let me help you and your team through help desk automation and friendly, real-time help desk support.



How It Works



About Divurgent

Divurgent is a solutions provider focused on what matters most to our client partners. We disrupt the typical value equation by using data-infused, flexible, and scalable solutions that demonstrate and quantify value for our partners. **Our differentiated capabilities** include:

- **Data-Informed** Delivery Approach
- **Solution Adaptability**
- **Value-Oriented** Approach
- **Efficient & Scalable** Operations
- **Rapid, Flexible Client Responsiveness**

Contact Us

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