



VERA

VOICE ACTIVATED | HR AUTOMATION | MOBILE CHATBOT

What is VERA?

VERA is a multiplatform voice-enabled service that interacts with any system. Whether you're creating or seeking information, VERA has built-in intelligence with machine learning. Artificial Intelligence (AI) technology allows VERA to interact with any enterprise system via voice.

What does VERA solve?

Training, HR, dashboards, and managing different systems all have their own access challenges within the enterprise. VERA leverages voice-enablement and allows users to simply request information via their voice from anywhere. Anyone can use VERA, no matter your skill level.

Features of Vera:

- Usability to the system
- Streamlines complex training
- Multi-lingual
- Touchless UX
- Screenless UX
- 24/7 access to real-time data



Where Can I Apply VERA?

Businesses can make use of VERA across all verticals. In the board room, VERA can be used to immediately pull up relevant market and industry information, and then display it on the screen. Real-time monitoring of IT and operational systems, which notifications delivered across the enterprise. Service Desk repetitive tasks (IT, HR, CSM) are managed by VERA allowing personnel to deliver a higher quality of service for more critical tasks. VERA uses VaaS (Voice as a System) or Vaap (Voice as a Platform) to create service tickets and change the dynamic of how work gets done.

Simple Statements Accomplishing Complex Tasks

With VERA's voice-enabled features, complex tasks can be completed without even needing to touch a computer or phone.

Some things you can ask VERA include:

- "VERA, do I have any approvals?"
- "VERA, how many critical incidents breached SLA?"
- "VERA, create an incident for me."
- "VERA, search knowledge base article for..."
- "VERA update my beneficiaries address."
- "VERA, what percentage has our service fleet been on time this year?"
- "VERA, pull up all info on IT staffing from 2017."
- "VERA, show me the fill rate for the Chicago market."
- "VERA, troubleshoot boiler number five."
- "VERA how much PTO do I have?"



Expertise

- Incident, Problem, Change
- Service Catalog
- Knowledge Management
- HR Service Management
- Service Portal
- Performance Analytics
- Intelligent Automation Engine
- Survey Management
- Customer Management
- System
- Project Portfolio Management
- Asset Management
- Facilities Management
- Field Services
- CMDB
- Discovery
- Service Mapping
- Event Management
- Orchestration
- Security Operations



VERA Gives a Voice to Your Platform

VERA's agnostic platform gives it the ability to work with any legacy or cloud-based system. It is truly the speed of sound working at light speed. For example the zero-touch UI allows even the least tech-savvy employees to create tickets or request PTO.



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