**Anakage:**

Anakage is End User Support Automation Platform for IT Service Desk to reduce support calls by using cobots / solutions.

Cobots:

Cobots are the centre of everything that we do to resolve user issues.

Cobots are the script based automation or involving step by step guidance to solve the issues.

Using Anakage platform, you get access to more than 50 such utilities and a way to create and deploy them faster in your environment.

Cobots are of two types:

1. Purely automated

These can act and fix an issue by firing the scripts/codes without needing any user intervention.

Example:

Delete the temp files.

Maintain the proxy setting.

1. Guided

Some type of tasks cannot be automated

* **Script is not technically feasible**
* **User intervention is needed**

  Consider the case when there are different proxies for different teams or user needs to change proxy when they go to home. In these cases, there is user intervention needed, so cobots take these inputs from users and act appropriately.

**Components of Anakage Platform:**

* Self Help Online Portal

It hosts cobots / solutions on portal from where users can download and run the solutions to fix their issues. Cobots works without needing any install with user permission.

* Self Help offline desktop application for window

It hosts cobots in an offline desktop application which needs admin rights to be installed. The solutions can resolve issues needing admin rights also if the steps can be handled by script-based automation.

This can be installed using an msi installer and can be bulk pushed to any standard deployment platforms like SCCM, Bigfix etc.

* Self Help offline Mac application for Macintosh – It hosts cobots for macintosh platform.
* Self-Heal applications for windows

These are set of cobots which works without needing any user intervention and executes at regular interval to act.

* Admin console

It provides various data points and admin actions for administrators so that they are aware of their environment without high touch points.

**Generating and Deploying certificates for https**

It is used for secure communication over a computer network, and is widely used on the Internet.

**Create a keystore:**

Using key tool to generate the key store

**Syntax**: **keytool -alias keystorealias -genkey -keyalg RSA -keysize 2048 -keystore KEYSTORE.jks -storepass “password”**

**Create certificate signing Request**

**Syntax: keytool -certreq -alias keystorealias -keystore KEYSTORE.jks -file servername.csr**

**Use offline Self-Help Application**

* Go to Desktop
* Open the Heal-IT icon
* Search Box – Search for your issue. You can either search inside a category or all categories.
* For example, searching for printer would show another page where all solutions having “printer” in their title or description would be listed.
* It shows most frequently used solutions. It is not updated in real time. With every update of Heal-IT, based on usage this section can be updated.
* **Solution Block** – Each solution block hosts one Cobots or Solution. This contains steps to fix listed issue.

**Category of Solution, Title of Solution, Description of solution, Approximate of solution and Run button.**

* **Click Run button to start cobot.**
* It’s show some instruction to read and then click to start cobot/solutions.
* When NEXT STEP is clicked Chrome will be closed automatically by cobot.

**Get direct link to download solution exes**

* Anakage Self-Help portal hosts individual solutions for each issue.
* However, there are few scenarios in which you would like to send direct links to individual solution in mail or as a response to incident to users so that they can use directly.
* The direct links are also needed when you are integrating it in chat bots. User asks a question and chat bot sends a response with direct link of solution.

**Multi Tenancy and Facilities**

* Anakage Self-Help Platform has Multi-Tenant Architecture where single instance of software can serve multiple customers.
* Each customer is a tenant, they have ability to customize certain portion of Self-Help Portal like banner, logo, pages etc. In Anakage Platform a facility refers to a customer or tenant.
* This means you can show different self-help portal to different group of users in your organization.
* You need to create at-least one facility in our application. Facility can only be created by the SUPER ADMIN which has access for all facilities.

**Create a facility**

* Login to Self-Help dashboard using super admin credentials.
* Click on Dashboard.
* Click on Facility & Users and then select Facility (Self Help)
* Create the Facility at top right corner.
* Create facility form will open
* Enter the information and click on “SAVE” button to save the data.

**Access Admin Dashboard:**

* Self Help used by administrator for various tasks like-
* To manage content like solutions, pages, themes, banner, logos, etc.
* See analytics.
* To update the offline help portal and proactive add.
* To update the solutions.

**Change logos and banner in self-help portal**

**Customize Footer in Self Help Portal**

**Category Management – Create, Edit and Delete**

* Create Category

Login to Self Help dashboard using super admin

Click on “Dashboard” button to access Admin section.

Click on “Content Management” tab and then select “Categories”.

The “Category Management” page has two types of categories.

* Default Solution Categories
* Newly added categories

For creating new category click on “+CATEGORY” button at top right corner

* Update Category

Select the category that is to be updated

Click on Edit button and click update.

* Delete Category

Select the category that is to be deleted.

Click on “DELETE” button.

**Manage Sub-Categories**

**Solution Management**

**Upload and use resource:**

Resources are assets like images, zip files, documents, installers that are stored on Anakage server.

They can be accessed by a hyperlink and can be used in multiple ways from self-help portal and applications.

* Anakage Self-Help portal pages
* Anakage Solutions / cobots

**Create Self-help Pages**

Login to Self-Help dashboard using super admin credential.

Click on Dashboard button to access Admin section.

 Click on Content Management tab and then select Create Page.

* Facility
* Publish
* Title

**Create Notice for online self-help portal**

Login to Self-Help dashboard using super admin credentials

Click on Dashboard

Click on Content Management tab and then select Notice (App & Portal).

The notices will be shown. If there are no notices it will be blank.

Click on NOTICE button at top right corner.

The CREATE NOTICE form will open.

**Improve User Adoption**

 Self-Help needs user intervention and participation to make it work. Historically many user self-service initiatives fail as people think that their job ends when a new system is rolled out. In fact, lot of things needs to be done to improve user adoption.

**Agents make the transition smoother for users**

In normal scenario it is the agents who are first res-ponders to any user issues.

Users reach them through phone calls, chat systems, e-mails and the agent resolve their issues through guiding on phone, chat or remote connection

A – Agent gets call / ticket.

B – He finds if self-help app has solution available for user issue. If yes, he guides (or run it themselves) users to use it to resolve their issues. This helps in early testing of self-help solutions – if any issue is found it can be reported back to the automation team which can resolve before next set of user faces it.

C – He reports it while closing the ticket – Is the solution available in self-help (Yes/No), was it resolved using self-help (Yes/No). This will give insights for continuous improvements. Automation team will discover new issues that can be handled through self-help, and if some tweaks is needed, they can be done quickly.

**Deflect users to self-service when they log ticket**

* User clicks on Log a ticket
* User is redirected to Self-Help portal
* User finds relevant solutions – he uses it. In case it does not solves his issue then he is allowed to create the ticket
* User does not find relevant solution – He is shown create ticket option