



CASE STUDY

bpifrance

How Bpifrance optimized its IT support without compromising service levels

Bpifrance has implemented an IT support chatbot to automate the processing of recurring requests and empower users to solve tier 1 issues by themselves.





Bpifrance

Bpifrance is a public **investment bank for entrepreneurs**. It finances and supports companies in all phases of their life cycle, particularly with **loans**, guarantees, **innovation** projects, product exports and **international development**.

A few figures :

- **50** regional **sites**
- **3,000 employees** in over **300 professions**
- **20 billion euros of** direct financing in **2021**



Project background

*« Our internal support team, in charge of dealing with **tier one incidents and requests**, was beginning to experience some difficulties. It was important for us to provide more **flexible support, without downgrading the level of service** »*

Hugo Parlier, ITSM and Chatbot Product Owner, Bpifrance

In 2020, Bpifrance began a process to **modernize** and **digitalize** its ITSM. In order to offer employees **new tools**, the company called on Dydu to deploy an IT conversational agent to **support employees**.





Challenges

- **Relieve** tier 1 **internal support** teams of questions relating to company apps and hardware
- Provide a **high level of service** for users with **immediate** and **personalised answers**
- Offer **innovative** and **interconnected tools**

Solutions

- An **IT chatbot** to handle employees' **top 20 recurring requests**
- An **authentication system** (OIDC) which identifies users to provide them with **personalised answers**
- **Interfacing** with the EasyVista **ticketing tool**
- **Livechat escalation** for cases requiring **human intervention**



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*« Dydu stood out on many levels in the area of **integrated innovation** – with its **chatbox**, **Microsoft Teams** integration, and overall **roadmap**. The **hosting of data in France** and Dydu's **competitive offer** came as additional reassurance. »*

Hugo Parlier, , ITSM and Chatbot Product Owner, Bpifrance





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IT Support Chatbot

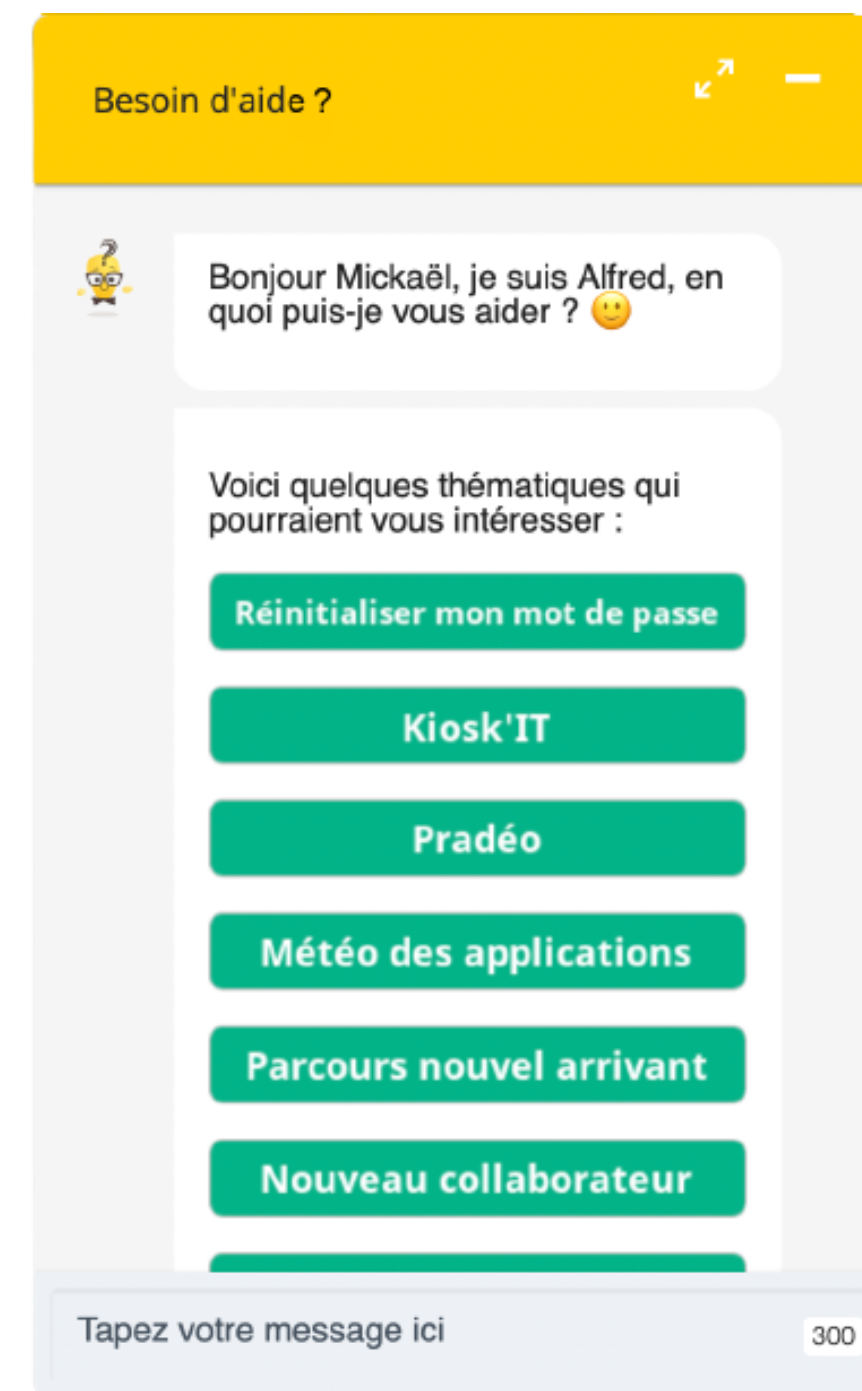
The chatbot provides **tier 1 support** on topics such as **VPN technology, permissions** and **access rights**.

It provides **personalized** answers to **recurring requests** identified by the support team.

Users can **create incident tickets** directly **via the chatbox**, thanks to a **seamless interconnection** between the bot and Bpifrance's existing ticketing tool.

Cases requiring human intervention can be transferred to **livechat**.

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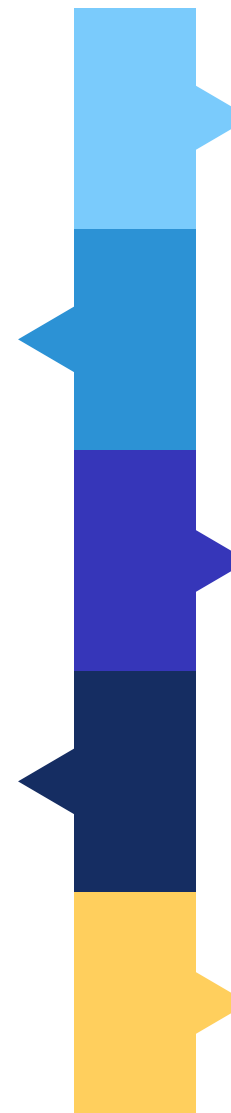
Bot objectives

Relieve support team of recurring requests

that can be handled in an automated way

Make users more autonomous

to solve tier 1 issues



Communicate proactively

on apps and ongoing incidents via a “status monitor”

Reduce the risk of bottlenecks

during major incidents

Provide 24/7 assistance

to handle requests made outside of office hours



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Key indicators



Dialogues

Number of dialogues per month



Interactions

Number of interactions per month



Qualification of interactions

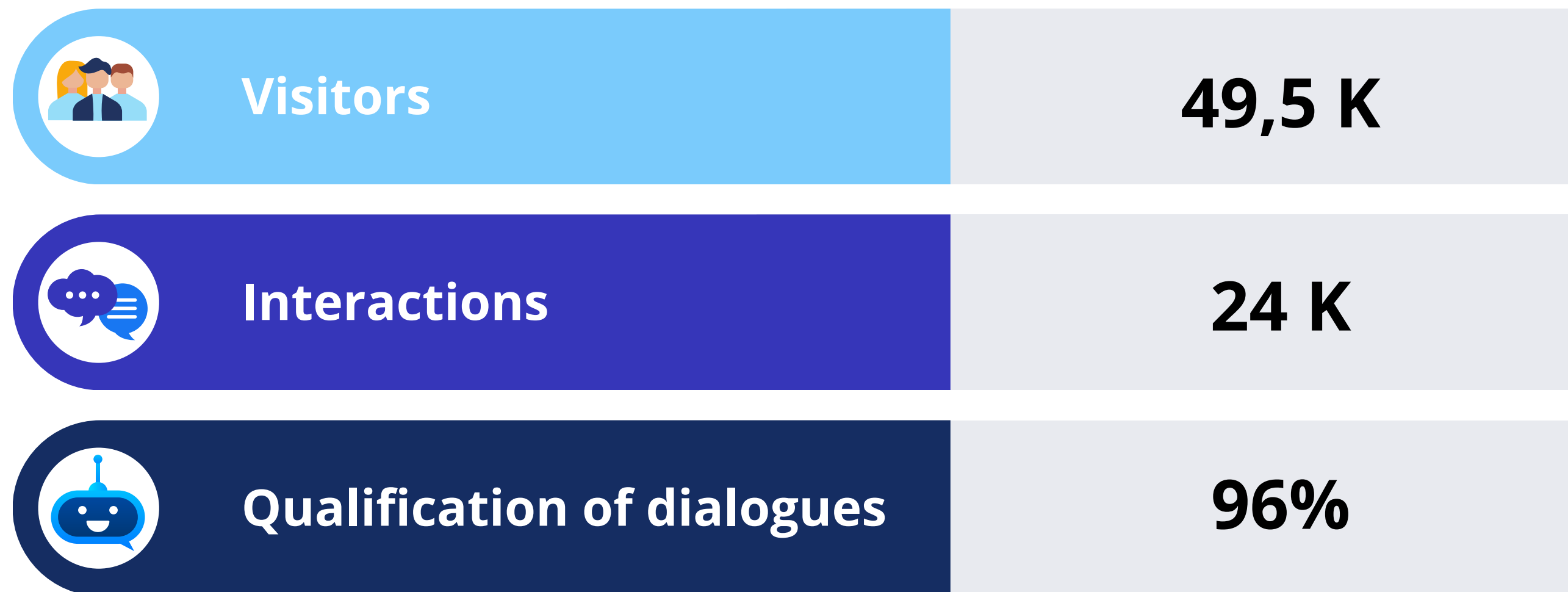
Rate of requests understood by the bot

*« Overall, employees at Bpifrance are **very positive about the chatbot.** Increasingly, users realize the **value of instant answers at any time of day.** »*

Hugo Parlier, ITSM and Chatbot Product Owner, Bpifrance



Results



2022 data



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Next steps

- Deploy the **IT chatbot** on **Microsoft Teams** to increase its visibility and use
- Implement 2 new **internal chatbots** covering HR and sales topics



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for information about the Dydu solution

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