

SymphonyAI Summit Gamification

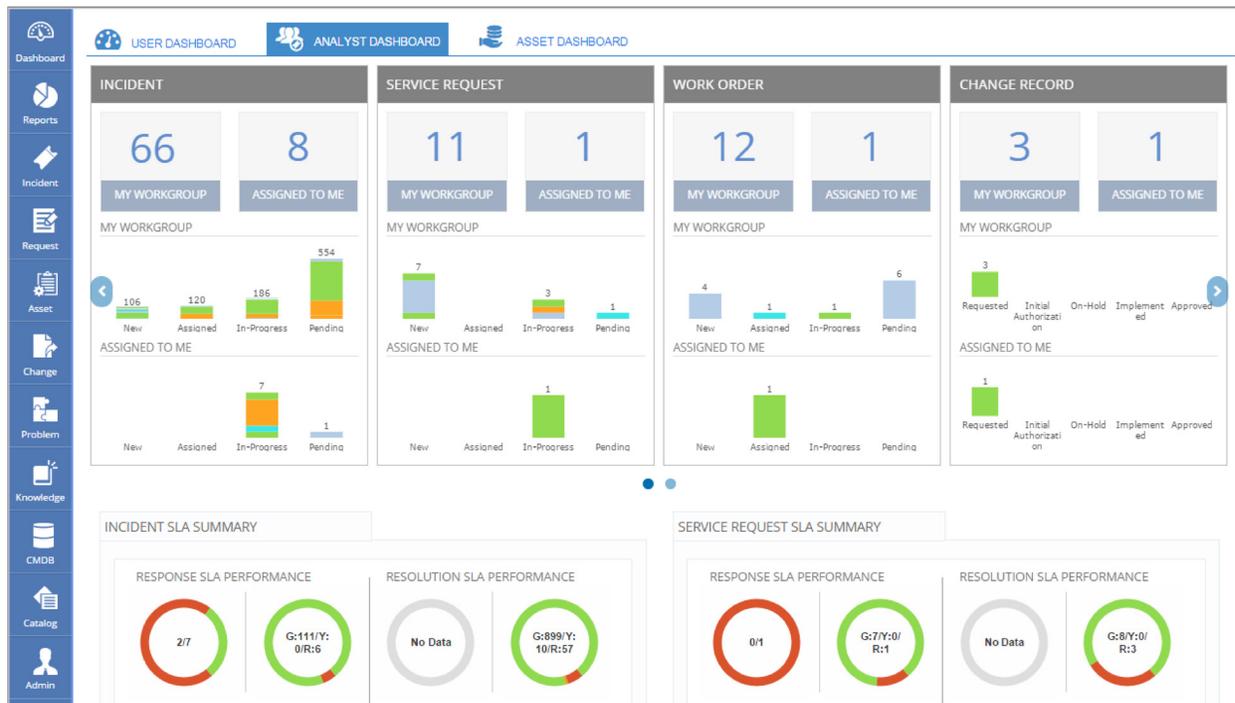
Gamification

Today's IT management change initiatives require significant effort to change people's behavior. Earlier, IT organizations used simple, manually administered contests and rewards to engage IT people and boost their morale. As a way to apply game mechanics to drive engagement in non-game business scenarios, Gamification embeds fun into the primary IT support function, while ensuring that the output is in line with the organizational objectives.

SymphonyAI Summit Gamification features have been thoughtfully designed to foster higher levels of IT staff and business user engagement. It also builds up the desired behavior in individuals, enabling IT companies to deliver more efficient solutions.

Key features

- Real-time feedback
- KPI monitoring
- Transparency
- Goal setting
- Trophies/badges

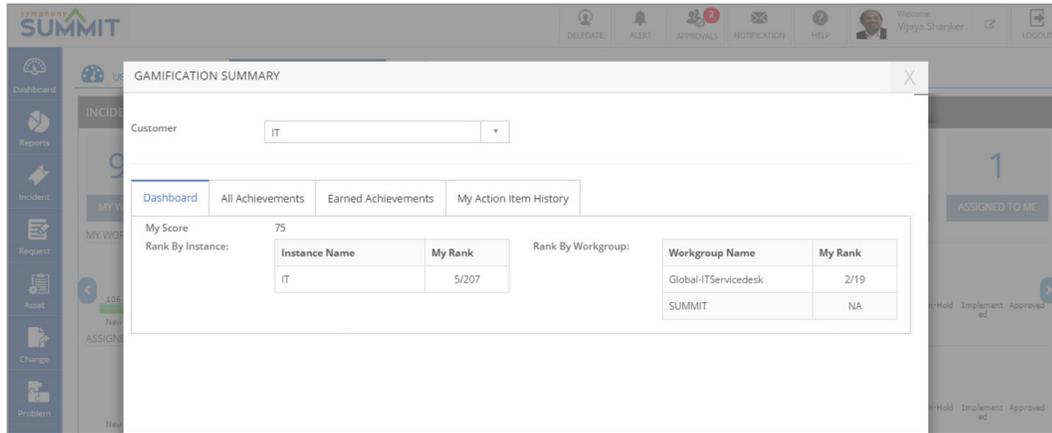


Real-time feedback

Any time, an analyst interacting with the SymphonyAI Summit application, would get an instant feedback in the form of points. Positive points reinforce good behavior, strategy, and troubleshooting tactics, while negative points enable them to learn quickly and improve.

KPI monitoring

The management can define over 100+ KPIs to benchmark the performance of the Analysts and review them.

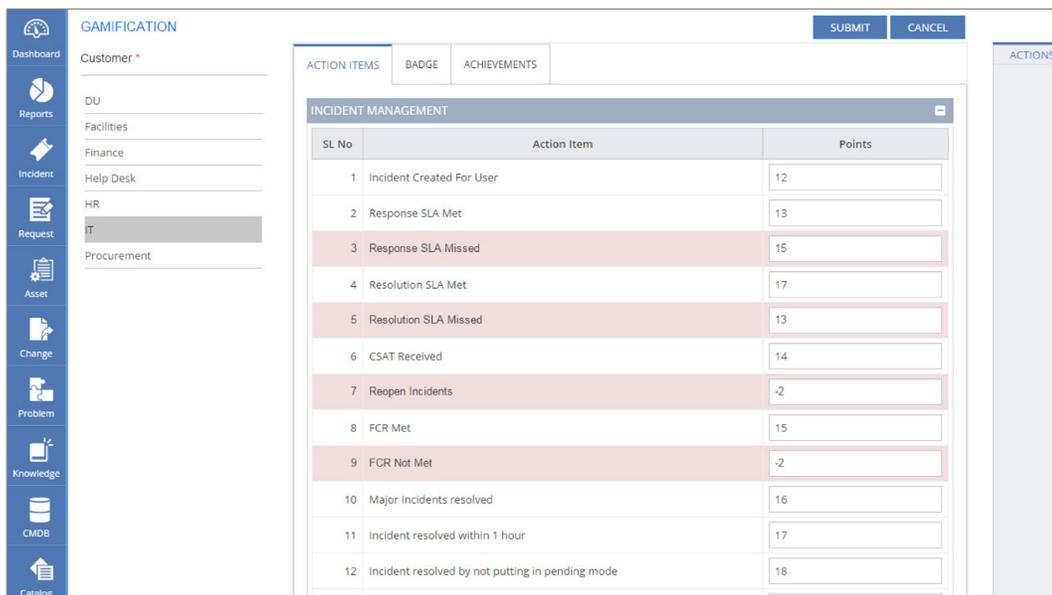


Transparency

SymphonyAI Summit, allows analysts to view their current work status and the performance of their peers. This progress is tracked and communicated in real-time.

Goal setting

IT management can set goals for the Analysts on a weekly, monthly, quarterly, half-yearly and yearly-basis. The SymphonyAI Summit application can provide an instant feedback in real-time on the target achieved versus the goal set.

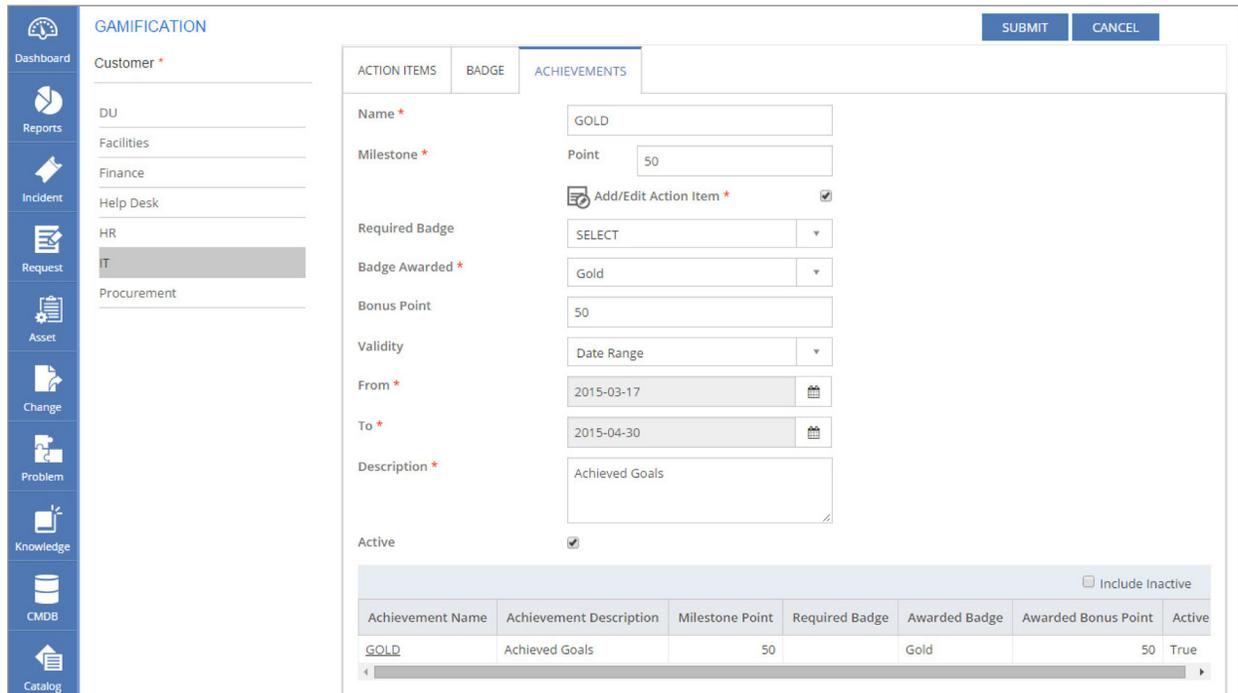


Trophies/badges

The Management can reward Analysts based on the badges/trophies accumulated. A badge is associated with a specific number of points. Analysts with multiple points automatically earn the corresponding value of badges/trophies.

Core benefits

- Integrates enhanced game mechanics to shift rewards from being extrinsic to intrinsic (e.g. money and promotions to status and achievement).
- Provides a real-time feedback loop to collect contextual data (what the workforce personnel did, when they did it, and which users and services were supported).
- Allows the reporting system to automate scoring and the associated ranks.



The screenshot shows the 'ACHIEVEMENTS' configuration page in the SymphonyAI Gamification system. The interface includes a sidebar with navigation options like Dashboard, Reports, Incident, Request, Asset, Change, Problem, Knowledge, CMDB, and Catalog. The main content area has tabs for ACTION ITEMS, BADGE, and ACHIEVEMENTS. The ACHIEVEMENTS tab is active, displaying a form with the following fields:

- Name ***: GOLD
- Milestone ***: Point 50
- Required Badge**: SELECT
- Badge Awarded ***: Gold
- Bonus Point**: 50
- Validity**: Date Range
- From ***: 2015-03-17
- To ***: 2015-04-30
- Description ***: Achieved Goals
- Active**:

Below the form is a table with a header row and one data row. The table has columns for Achievement Name, Achievement Description, Milestone Point, Required Badge, Awarded Badge, Awarded Bonus Point, and Active. The 'Include Inactive' checkbox is unchecked.

Achievement Name	Achievement Description	Milestone Point	Required Badge	Awarded Badge	Awarded Bonus Point	Active
GOLD	Achieved Goals	50		Gold	50	True

About SymphonyAI Summit

SymphonyAI Summit's AI-driven platform provides enterprise-grade capabilities made easy, for the most cost-effective solution. The advanced, modular solution unifies service management, asset management, and service automation into a single, easy-to-use platform. Enterprises and service providers use Summit to dramatically reduce the cost and complexity of their IT management while improving efficiency, productivity, predictability, and control. Leading enterprises across financial services, healthcare, manufacturing, education, and many more verticals are delivering exceptional user experiences while lowering IT costs using SymphonyAI Summit. SymphonyAI Summit is a SymphonyAI business.

Request a demo or contact us for more information:
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