

MSPBOTS

Data-Driven Process Automation for MSPs

For MSPs by MSPs to help solve
People and **Process** Issues



OVERVIEW

MSPBots is a data-driven software platform designed specifically for Managed Service Providers (MSPs) to streamline your operations, automate day-to-day tasks, and enhance your business' service delivery. We integrate seamlessly with your existing MSP ecosystem, providing powerful tools for real-time monitoring, management, and automation of IT services.

KEY BENEFITS

- **See Issues Sooner and Take Actions Faster** with our platform designed to provide extreme visibility into your KPIs, while the bots proactively monitor the boards for you.
- **Saves 30-40% of Management's Time and Energy** by automating routine supervision and employee training tasks.
- **Save 80% of Dispatcher's Time and Salary** by automating ticket dispatching, ensuring the right tickets get to the right teams every time.
- **Boost Technician Utilization Rate to 85%** by simplifying attendance management and offering timely bot alerts to ensure alignment with company processes.

TECHNICAL SPECIFICATIONS

- **Compatibility:** Our platform seamlessly integrates with over 70 leading MSP tools including PSA and RMM systems, providing thousands of prebuilt assets for automation.
- **Security:** We have SOC II Type I and are ISO, PCI, and HIPAA compliant. We adhere to industry-standard security protocols, including data encryption and secure data storage.
- **Support:** We provide technical support with a dedicated account manager and access to an extensive knowledge base and user community.

HOW WE HELP

- **Business Intelligence Dashboards:** Our dashboards aggregate data from a growing list of integrations, offering ease in monitoring and flexibility with over 5000 prebuilt KPIs across all business areas.
- **Micro Training Bots:** Acts as your 24/7 Virtual Manager Assistants, proactively provides alerts and training to ensure accountability among your team.
- **Next Ticket:** Automates ticket routing, prioritization, and response mechanism streamlining service requests and effectively eliminating issues like cherry-picking.
- **Attendance Manager:** Integrates with your PSA to provide a dashboard of technician statuses and active tickets, calculates real-time employee utilization, sends reminders, and generates management reports.

Learn more at
<https://mspbots.ai>



Proud Partner