

AskMe**Desk**

Service e Workflow Management

Governance and control of business processes

- What is AskMeDesk?
- Why Choose AskMeDesk?
- Use Cases
- Key Features
- Artificial Intelligence
- Our customers

AskMeDesk

What is AskMeDesk?

AskMe**Desk** is the platform that enables you to manage and orchestrate workflows.

You will have at your disposal a Service Management solution designed to model, govern, and control workflows across multiple business domains.

By embracing digital transformation, you will reduce physical storage needs, save time, and contribute to environmental sustainability

>9.000.000

requests successfully managed

>1.600.000

contacts recorded

>83.000

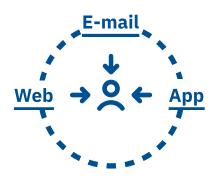
operators use AskMeDesk daily

One single platform to manage and monitor processes

Large volumes of requests to organize?

Complexity is no longer an issue: AskMe**Desk** allows you to manage everything through interactive dashboards to ensure a high level of control and quality.

Requests can be received through multiple channels, such as **Web**, **E-mail**, **App**, and AskMe**Chat**



Need to comply with SLA agreements?

With dashboards at your disposal, you can **configure and monitor** workflows in real time.

The Service Level Agreement (SLA) is fully customizable and can be constantly tracked to improve response times and service quality.

Multi-level management

AskMe**Desk** provides advanced multi-level management.

After a request is opened and initially classified, you can **generate additional tickets** and assign them to specialized teams, while maintaining full operational control and visibility over statistics at the 1st level (customers and operators) and **2nd level** (internal and extended support centers).

Why Choose AskMeDesk?

- Process digitization
 No more printing or storing paper documents: AskMeDesk tracks and digitally archives every process.
- Never lose a request again
 Does your process involve
 multiple handovers across
 departments?
 With AskMeDesk, there will be
 no more bottlenecks and no
 more lost e-mails in
 overloaded inboxes!
- Are you out of the office?
 AskMeDesk is available through the App: you can monitor and manage requests wherever you are.

- Improved operations AskMeDesk reduces the time needed to resolve issues.
- Seamless integrations
 Grazie alla sua configurabilità
 AskMeDesk si può integrare
 con i più diffusi CRM/ERP e
 con molti altri strumenti di
 lavoro.
- Mai più una scadenza mancata Do you have deadlines to meet?

AskMe**Desk** integrates with your calendar and provides real-time notifications.

You decide which **alerts** to receive and how: **notifications** can be fully customized to your preferences.

A holistic approach to service management

Discover what it means to have a single portal to manage all support processes.

With AskMe**Desk**, you gain a **complete view** of incoming requests, open tickets, and ongoing support activities. You have a **clear and organized workspace** that helps resolve issues faster and boosts your team's efficiency.

Real-time notifications

Every request update can be notified thanks to the ability to link alerts to workflow actions.

Streamline and automate

Say goodbye to bottlenecks and inefficiencies. AskMe**Desk automates**

repetitive tasks and routes requests to the right people at the right time.

Always-on activity overview Customizable reporting provides immediate insights into performance and activity trends, giving you a clear picture of everything happening across the platform.

Use Cases



Public Administration

- Citizen support portal
- Management of public works processes, tenders, procurement, etc.



HR

- Personnel administration
- Candidate management
- Automation of recruitment processes
- Training and course management



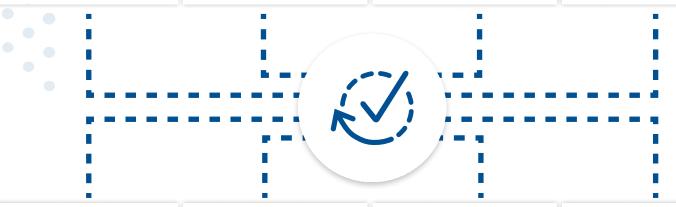
Legal office

- · Legal opinions
- · Claims management
- Commercial agreements
- Compliance
- Debt recovery



Health Care

- Patient Help Desk
- Appointment management
- Medical prescriptions and report notifications





Service management

- Incident e Problem management
- Change management
- Asset management
- Knowledge Base



Logistics & Real Estate

- Facility maintenance
- External vendor activation
- Maintenance request management



CRM

- · Lead management
- Customer relations
- Contract management
- Customer satisfaction



Education

- Student Help Desk
- Faculty Help Desk
- Support for schools and universities



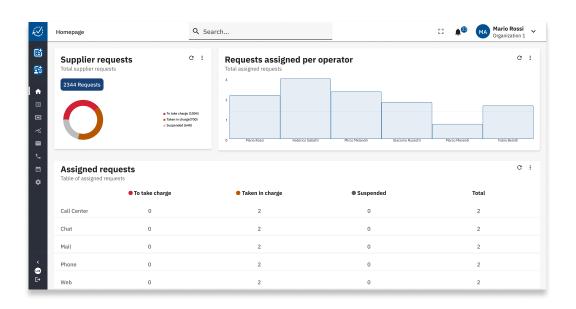
Key Capabilities

Monitor requests in real time through the dashboard

Keep every request under control with a **fully customizable dashboard**, updated in real time.

Gain a complete view of all incoming **tickets** and your domain's **KPIs**, enabling you to quickly identify trends and take action before issues escalate.

Interactive widgets allow you to track progress at a glance, ensuring you always have the insights you need to stay aligned with your objectives.



Smart ticket assignment

Maintain an optimal workload balance and maximize the performance of your support team with the automatic ticket assignment system.

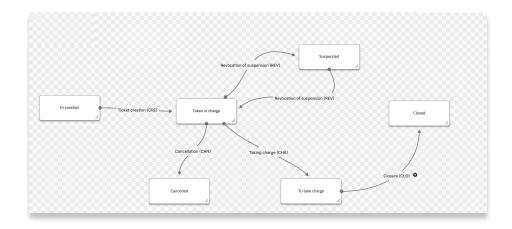
You can configure the assignment method based on your business needs, defining the most effective response strategy for your domain. AskMeDesk allows you to set custom criteria or leverage built-in algorithms powered by Artificial Intelligence to optimize workload distribution according to relevance and efficiency.

Once configured, the system routes each request to the most suitable agent, reducing response times and preventing overload within the organization.

Automate your workflows

Design and **automate your workflows** according to your needs, thanks to a **highly intuitive visual editor**.

Define rules and triggers, structure process steps, and decide which team should handle each type of activity with drag-and-drop tools. The editor allows you to configure workflow logic directly in the interface with ease and maximum flexibility: you can optimize processes in complete autonomy while avoiding costly configuration procedures.



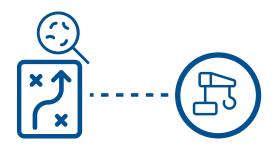
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Asset Management

With AskMe**Desk you can open support requests on company assets** and keep track of all associated tickets.

You can also leverage the Asset Management functionality to **manage your inventory**: track the location and usage of your products, perform operational analyses, and use historical or real-time statistics for insights.

Whether assets are physical products or digital resources, you will always know when an item has been moved, including the exact time of assignment and decommissioning.



Monitor your SLAs in depth

AskMeDesk enables you to track and manage your Service Level
Agreements (SLA) based on service schedules, ensuring compliance
with agreed timelines and delivering a service that consistently meets
expectations.

It allows you to monitor every key indicator across the request lifecycle: processing times, acknowledgment times, and resolution times for each ticket.

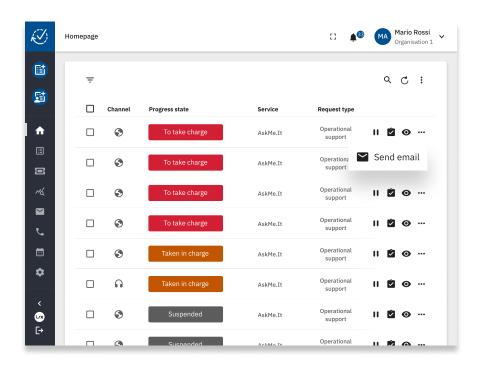


Generate Requests from E-mails

Transform incoming e-mails into operational requests, with no manual intervention required.

Connect AskMe**Desk** with your mailboxes to **automatically convert incoming messages into requests** recorded in the system.

Each request is then routed into the most appropriate workflow.



Always accessible archive with smart search

Access all requests at any time through a complete and organized archive.

AskMeDesk stores every request and simplifies information retrieval whenever needed. Thanks to integrated search filters, you can easily scan the entire database, while advanced **AI**-powered semantic search algorithms allow you to find the information you need, even with non-exact terms.

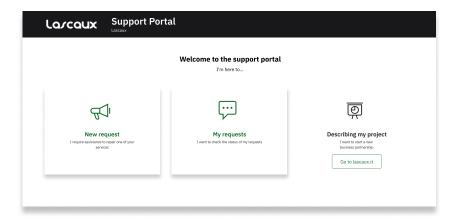
Additionally, you can extract all associated data at any time and export it in Microsoft Excel or CSV format for deeper analysis.

Offer a dedicated support portal

Provide your users with a dedicated portal where employees, partners, or customers can easily submit requests to AskMe**Desk**.

The portal is highly customizable: you have full control over its design and the required fields at the time of submission.

This way, you can centralize all requests through a unified entry point and ensure simplified management of submitted tickets.



Powered by Artificial Intelligence

The platform is integrated with AI features that support process automation and optimize the handling of incoming requests.

In particular, through **Natural Language Processing** (NLP) algorithms and the use of **Generative AI**,

AskMe**Desk** can:

- Automatically classify incoming requests.
- Provide automated and immediate answers to users, especially for specific use cases or recurring issues (e.g., FAQs).
- Reduce the workload of support teams thanks to Semantic Search functions that allow users to independently navigate the organization's Knowledge Base.

- Respond to any questions or requests for product usage information from operators through a Conversational Agent always available within the interface.
- Support operators in managing tickets by suggesting responses and actions based on past experience or the resolution of similar cases.

> Renew your recruitment processes

AskMe**Desk** integrates with LinkedIn to simplify and enhance your recruitment workflows: it creates an automated and structured selection process, starting from the automatic collection of applications and ending with the identification of the best candidates.

- Automatically collect and process applications from LinkedIn and your dedicated career page.
- Leverage Artificial Intelligence to perform an initial CV screening: quickly identify the most suitable candidates for the role with advanced skills comparison.
- Manage every application intelligently from a centralized platform, with a notification system that facilitates collaboration within the HR team.
- Monitor and control the entire recruitment process in real time through dedicated dashboards and ad-hoc reporting.

Geolocalizza le segnalazioni per offrire una risposta su misura

AskMe**Desk** can geolocate your tickets using customized maps enriched with specific layers, providing valuable contextual information — for example, related to infrastructures, risk areas, or service networks.

Users can interact with these thematic layers to precisely identify the context and reason behind a ticket, improving both accuracy and response speed.

Integration with GIS tools also makes it possible to overlay dynamic data, visualize spatial analyses, and support decisionmaking based on geographic and operational criteria.



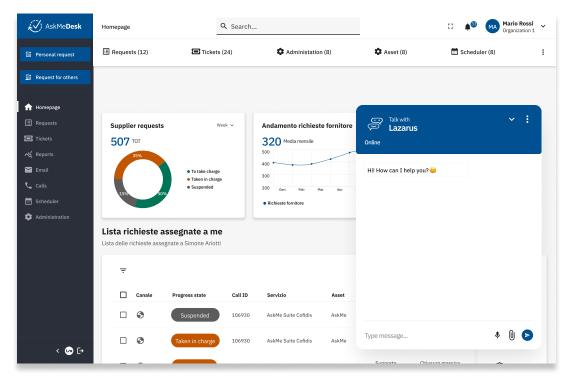
> Integration with AskMeChat

Simplify the way you communicate with customers, employees, or citizens: AskMe**Desk** is natively integrated with AskMe**Chat**, our intelligent solution powered by Generative AI.

AskMeChat can capture user requests and automatically route them into your support workflows: when AskMeChat cannot resolve a user's issue, it can automatically open a request in AskMeDesk, triggering an asynchronous workflow.

In addition, AskMe**Chat** supports AskMe**Desk** operators in ticket resolution, providing quick responses and intelligent solutions to accelerate support delivery.





Native integration with AskMeSign

AskMe**Desk** also integrates with AskMe**Sign**, our digital signature solution designed to simplify and automate document management. With this integration, you can easily send documents for signature, monitor the entire approval flow, and archive the finalized process directly within AskMe**Desk**.

Thanks to this synergy, AskMe**Desk** becomes the central hub for orchestrating complex business processes: requests and documents follow a seamless path, from creation to signature to final archiving ensuring efficiency, traceability, and full control.



Integrated into tour workflows

AskMeDesk can be integrated with your preferred applications, embedding service management processes directly into your workflows without interruptions or friction.

Among others, AskMe**Desk** integrates with:

- SAP
- Twilio
- LimeSurvey
- Wildix PBX
- Atlassian Jira
- Linkedin
- Leading contact centers on the market













AskMeAI: the Artificial Intelligence integrated into AskMeDesk

AskMe**Desk** leverages the power of AskMeAI, the Artificial Intelligence module of the AskMePlatform, to **enhance efficiency and service quality** at every stage of request management.

Through the integration of Natural Language Processing (NLP) technologies and Generative AI based on Large Language Models (LLM), AskMe**Desk** actively **supports operators** and **optimizes the entire workflow cycle**, from request intake to final resolution.



Key AI features include:



Automatic Request Classification

Incoming requests, for example via email, are automatically analyzed and assigned to the correct category, accelerating processing and reducing human errors.



Intelligent Routing

Activities are automatically routed to the most qualified staff, based on availability, skills, and priority level.

The result is a leaner, more balanced, and more effective workflow.



Integrated Virtual Assistant

A conversational agent always accessible directly from the operator interface, ready to provide real-time support on platform usage or suggest operational actions.



Smart Suggestions in Ticket Management

AskMeAI can automatically generate an initial draft response and propose recommended actions, based on past experience and corporate best practices — improving consistency and response times.



Request Forecasting

Through historical data analysis, AskMeAI identifies recurring patterns and anticipates activity peaks, helping teams plan resources and workloads more strategically.

They already chose us...

By adopting AskMeChat, you join numerous organizations—medium and large enterprises, public institutions, and prestigious organizations—that already chose the AskMe.It suite of products.

The Made in Italy chatbot that meets every customer's needs: **smart conversations, immediate results.**

Discover some of our clients:























































AskMe**Desk**is a product of...



Lascaux is an Italian software house, a leader in the **development of excellence-driven solutions for digital transformation**.

Founded in Arezzo in 2004, with **over 20 years of experience**, it has guided the digital evolution of hundreds of companies across multiple sectors, including Finance, Industry, and Public Administration.

Specialized in the optimization and automation of business processes, Lascaux combines cutting-edge technologies with a deep understanding of the needs of Italian enterprises. From this vision, the **AskMe.It** suite was born: a modular ecosystem designed for enterprises and public institutions, built to govern complexity and transform it into a competitive advantage through Artificial Intelligence.

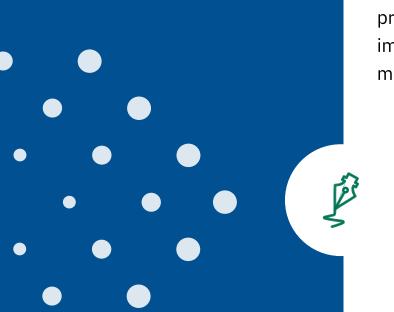
Lascaux's commitment to excellence is proven by compliance with the **highest quality** standards and internationally recognized certifications:

- Qualification on the National Cybersecurity Agency (ACN) portal.
- ISO/IEC 27001 certification with ISO/IEC 27017 and ISO/IEC 27018 extensions.
- EN ISO 9001 certification.
- Compliance with the latest accessibility standards according to WCAG 2.2 guidelines.









Our Products

AskMe**Desk** is part of the **AskMe.It** suite, products designed and developed by Lascaux to provide an integrated view of business processes, enhance operational efficiency, improve effectiveness, and optimize cost management.

AskMe**Sign**: Configurable and integrated signature processes for document management.



AskMe**Chat**: Automated and intelligent real-time interactions with customers and users.

At the forefront of Digital Evolution improving your life, your work, your organization.

Book a demo now!





AskMe.It: www.askme.it **Lascaux:** www.lascaux.it