VSM Full Stack Elapsed Time User encounters CX or UX issue User experience Service Desk is aware of metrics & feedback form all performance issues. is automatically provided reported or otherwise to Service Desk Tier 1 engineers can effectively triage through Tier 1 Triage automation of tier 3 actions and in-built tips No need to reproduce, as Root cause identified VSM contains full details & changes made to and logs of all interactions repair The majority of cases are Incident No Yes resolved and don't Resolved? require escalation Escalation to Tier 2/3 The top 10 causes of poor CX and UX are outside of the cloud providers Changes made to network, VSM-E is always repair on, so all required data is continually collected Improved: • Operational Efficiency Agent Productivity Customer Experience

Without VSM

