



PeopleReign Announces Public Availability of AI System of Intelligence for IT and HR Employee Service; Raises Funding

Deployments show 65% call volume reduction, 90% reduction in cost per

ticket. 4 million dollars raised from new investors to add key hires amid growing demand.

SAN JOSE, CALIFORNIA, UNITED STATES, March 23, 2022 /EINPresswire.com/ -- PeopleReign, the

“

We use the PeopleReign virtual agent to help employees and live agents find the right solution faster. The AI models get smarter over time. We have big plans for PeopleReign in the years ahead!”

Henry Grimm, Swiss Re Change, Release, and Rollout Manager

leading SaaS platform to automate IT and HR service, announced today its AI-first system of intelligence is now generally available. More than ever, CIOs and CHROs are investing in smart tools to improve employee experiences and combat The Great Resignation. The company also announced it has raised four million dollars in venture capital funding from leading investors and added new team members and partners to support growing demand for its products.

Since its founding in 2020, PeopleReign has developed the world’s smartest virtual agent for delivering automated IT and HR service. It speaks 27 languages and is pre-configured to answer about five million common

questions. The world’s most respected organizations use PeopleReign to reduce ticket volume by 65%, mean time to resolve issues by 45%, and cost per ticket by 90%.

PeopleReign is already used by Fortune 500 companies including Swiss Re where 15,000 employees in 25 countries are more productive thanks to automated answers from PeopleReign.

“We use PeopleReign to deliver better answers to our global colleagues. Our Cognitive ContactOne service uses the PeopleReign virtual agent to help employees and live agents find the right solution faster,” said Henry Grimm, Swiss Re Change, Release, and Rollout Manager. “PeopleReign recommendations reduce the time required to resolve issues and the AI models get smarter over time. Our agents use PeopleReign but the real beneficiaries are our employees. We value our partnership and have big plans with PeopleReign for the years ahead.”

Unlike alternatives, only PeopleReign:

- Automates the full lifecycle of service requests with a virtual agent for employees plus “next best action” recommendations for live agents and a predictive analytics dashboard for service owners.
- Improves continuously without teams of data scientists.
- Uses a knowledge graph integrated with IT and HR domain ontologies to provide vastly more accurate natural language intent detection.
- Delivers value in weeks without coding.



In addition to announcing public availability, the company raised four million dollars from investors including Boulder Ventures, Moxxie Ventures, Sterling Road, and individual investors including Sanju Bansal, co-founder of MicroStrategy, and Jeff Samberg, Managing Director of Acadia Woods.

“We’ve evaluated many companies in this space. PeopleReign is the first one we’ve met that has the right combination of experience, technology, and talent required to win big,” said Jonathan Perl, Managing Director at Boulder Ventures. “We were impressed by how much customers and partners love the product. We believe in the PeopleReign vision and feel confident this team will forever change how employees work.”

The company plans to use proceeds from the round to add key team members in sales, customer success, and engineering and invest in strategic partnerships with organizations like [Thirdera](#), the largest pure-play provider of [ServiceNow](#) services.

PeopleReign’s team has expanded in recent months to meet demand for its AI solution. New executive advisors include Julie Liegl, former CMO of Slack, Larry Augustin, former CEO of SugarCRM, and Craig Harper, former CEO of Cherwell.

“We’re proud to be helping customers deliver better employee experiences. Thanks to PeopleReign, the next billion employees will get back an hour a week to be better humans,” said PeopleReign CEO Dan Turchin. “We believe the future of work is ambient intelligence where technology automates routine tasks so employees can focus on doing what they do best - innovating, creating, learning, teaching, and collaborating. We’re excited to have the support of an incredible group of investors and look forward to making our customers wildly successful.”

To learn more about the future of work from industry veterans, academics, technologists, and CxOs, subscribe to "[AI and the Future of Work](#)", one of the most downloaded podcasts about the topic. The show archives include discussions with 115 authorities in the space. New episodes are published weekly.

The full PeopleReign product suite is available for a free trial. Click here to get started today:

<https://peoplereign.io/free-trial>

Thom Robbins

PeopleReign

+1 425-503-7055

thom@peoplereign.io

Visit us on social media:

[Twitter](#)

[LinkedIn](#)

[Other](#)

This press release can be viewed online at: <https://www.einpresswire.com/article/566121187>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2023 Newsmatics Inc. All Right Reserved.