

GREYSTONE

How Greystone uses Ebbot's AI Agent with TOPdesk to make internal support faster and more accessible.

Background

Greystone is a leading U.S. real estate investment and advisory firm with thousands of employees across multiple business units. Their internal IT team wanted to make support easier and more consistent.

However, their previous internal chatbot had limited search capabilities and couldn't connect to TOPdesk, which meant employees still needed to contact IT for many basic questions.

Solution

With Ebbot, Greystone launched an internal AI agent called "Dot", embedded in both the TOPdesk self-service portal and the company intranet (SharePoint).

Dot pulls verified information directly from:

- TOPdesk knowledge base
- SharePoint policies and documentation

This gives employees one place to ask questions, access forms, and resolve issues – without needing to know where the information is stored.

If human help is needed, Dot automatically creates or escalates a ticket in TOPdesk, keeping workflows consistent.



Josh Gardiner

IT Automation Developer

"Clocking in and out takes several minutes if done via our HR portal – with Dot, it takes seconds."

How it works

Step 1: Employee asks Dot a question in the chat (on TOPdesk or intranet).

Step 2: Dot retrieves verified content from TOPdesk + SharePoint using RAG, and generates a safe, accurate answer based only on approved sources.

Step 3: If needed, Dot escalates or creates a TOPdesk ticket with full context.

Results

Faster Support

Employees get answers instantly through conversational search — reducing repetitive inbound questions to IT.

Higher Self-Service Adoption

Because everything is accessed through one chat interface, employees naturally use self-service more often.

4.9/5 Internal Satisfaction (CSAT)

Employees appreciate consistent, reliable answers and a smooth user experience.

Seamless Hand-off to Human Support

If human help is needed, Dot opens a live chat or TOPdesk ticket with full context.