

This paper discusses the evolution of the help/Service Desk and the technology that underpins it showing how the original Voice Response Systems used by the banking and sales industry were applied to the nascent corporate help desk. This background sets the stage for technology evolution to ever more intelligent tools to assist service desk agents. This paper will show how cognitive computing, machine learning, along with Robotic Process Automation is revolutionizing the help desk in commercial industry and how these technologies can be adapted to serve the Government's need for secure, trusted automation to increase efficiency and the continuing need to "do more with less", and do it more effectively as well.