



# Transform Customer Experience with SummitAI for IT Service Management

AI-driven ITSM | Digital Agent | Knowledge Driven Intelligence

In today's hyper-competitive digital economy, the scope and pace of innovation is unprecedented. Change is the only constant and you must be the catalyst of change to leverage benefits offered by AI-based innovation. For businesses to survive and thrive, the ability of all functional areas, including IT, to support the business through innovation has never been more vital in powering the digital experience.

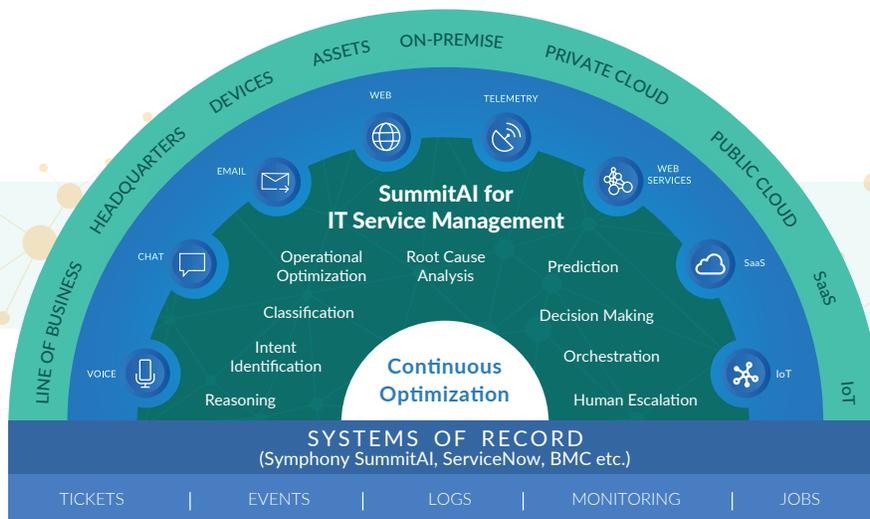
SummitAI for ITSM is a system of intelligence designed to take IT and business to greater levels of speed, responsiveness, and productivity. SummitAI provides a powerful layer that bolts on top of the existing IT Service Desk systems (Symphony SummitAI, ServiceNow, BMC etc.), to drive maximum productivity by analyzing, learning, predicting, and acting like a knowledge worker.

AI-powered SummitAI for ITSM enables an IT Service Desk to take a fresh look at the existing ways of running operations. Customers have new expectations around the speed and quality of interactions. It can power the IT Service Desk and transform the way routine tasks are performed.

Users converse with SummitAI for ITSM using natural language and receive personalized and intelligent responses. SummitAI leverages sophisticated natural language processing technology to understand the intent of the issue. An issue can correspond to an incident, service request, or a query. SummitAI also understands the context in which the intent was expressed and uses machine reasoning based techniques to determine the next best course of action.

**SummitAI provides a powerful layer that bolts on top of existing IT Service Desk systems to drive maximum productivity.**

SummitAI can automatically resolve up to 30% of the user issues and the rest are intelligently routed to the right human agent. In addition, SummitAI continuously tracks outcomes, and learns incrementally to dynamically improve the quality of its predictive models.



**Up to 30%** drop in ticket volumes due to AI-based auto-resolution

**Up to 30%** improvement in FCR using operational intelligence

**Up to 45%** better TCO from AI powered platform & flexible licensing

**Up to 50%** improvement in MTTR



## Features:

 **Conversational Interfaces:** Conversation is the new User Experience (UX). SummitAI's conversational interfaces seamlessly comprehend user input and respond intelligently. Users interact with SummitAI using natural language and engage with the system on a 24x7 basis.

 **Auto Resolution:** SummitAI automates the resolution of up to 30% of user issues to dramatically boost enterprise productivity.

 **Service Desk Intelligence:** Upon receiving an issue, SummitAI can automatically categorize and classify it, as well as assess its impact, urgency and severity. SummitAI for ITSM learns from past data and then uses the learning to issue that to the right workgroup or to a human agent based on a number of criteria. Specifically, SummitAI accounts for a human agents' skill, current workload, satisfaction rating, time taken to resolve similar issues, and other factors while selecting the optimal human agent for the issue.

 **Operational Intelligence:** SummitAI empowers human agents to quickly resolve incidents by automatically providing them with essential information to resolve the incident. Specifically, SummitAI provides human agents with intelligent insights including the top reasons for the occurrence of the incident, the environmental context related to the incident, possible strategies for remediation, and any relevant changes that have been implemented recently. These recommendations facilitate rapid resolution and enable the left-shifting of IT Service desk workloads.



## The key benefits enabled by SummitAI:

 **Turbocharge Productivity:** SummitAI contains an extensive set of capabilities based on leading-edge AI research, Machine Learning, Deep Learning, Natural Language Processing that dramatically eliminate complexity and increase the productivity of the enterprise.

 **Increased Speed of Execution:** AI-powered automation works much more quickly than people and produces output 24x7 without the need for breaks and planned or unplanned absences.

 **Reduce IT Operations Cost:** AI-powered automation leads to cost savings by reducing the workloads that need to be addressed by human agents. In a world where IT is constantly asked to do more with less, the augmentation of human labor with AI-powered automation promises to deliver an optimal balance between positive business outcomes and constrained budgets.

 **Reduced Human Error:** Human errors often pose a threat to IT organization outcomes and have negative business implications in terms of quality, speed, cost, reputation, and in extreme situations, the viability of the business. SummitAI's intelligent automation ensures human errors are kept to a minimum.

 **Improved Customer Experience:** Deliver faster, better and personalized experiences to delight end-users and ensure that SLAs are consistently met.

## Experience the future of IT Services

Tomorrow is already here, and it is being defined by AI. By taking the lead in shaping this future, IT will be applauded for being innovative and agile. Get in touch with us to bring a change with SummitAI.

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