

Intelligent Service Management



Enterprise-class IT Service Management without the enterprise-class budget.

Intelligent Service Management is a robust, full-featured service management suite that's simple, affordable, and aided by Luma™—the Virtual Support Agent with Artificial Intelligence. The solution reduces support efforts and improves the end user experience. With the help of codeless configuration and drag-and-drop service automation, customization is easy, and administration is minimal.

Luma's AI based conversational interface understands the user's intent, ensuring requests are actionable, minimizing process exceptions and harmonizing

communications between end users and staff so all nine supported ITIL processes maximize staff productivity and yield excellent support.

Cost-effective Intelligent Support

Whether you're looking to upgrade to a more robust service desk, or require a full-stack IT Service Management (ITSM) solution, our solution scales to meet your needs and your budget. Turn-key AI based ticketing, minimal administration, and simplified pricing makes Intelligent Service Management affordable and available to organizations of all sizes.

KEY BENEFITS

- ✔ Game changing advances in customer satisfaction and ticket resolution times
- ✔ AI-driven actionable ticket creation and precise categorization and routing
- ✔ New found efficiency improvements with automated follow-ups and user surveys
- ✔ Conversational interface improves zero-touch and first contact resolutions
- ✔ Minimal system administration via codeless, drag and drop workflows
- ✔ Out-of-the-box connectors to thousands of enterprise applications and data sources
- ✔ Onboard and go live in days with ready to use automated ITIL workflows

Secure, Scalable, and Reliable

Hosted in the cloud and delivered as a service, our architecture and globally distributed elastic infrastructure readily scales to meet your ticket volume and support activity. We constantly update the infrastructure and application with the latest security measures to keep all data secure. These measures ensure that your organization and your

customers have secure, accessible, and responsive interactions with your dedicated Intelligent Service Management implementation.

Contact us today to request a demo at serviceaide.com



PRODUCT FEATURES

- Incident and Problem Management
- Change Management
- Knowledge Management
- Request Fulfillment
- Service Catalog
- Configuration Management (CMDB)
- Asset Management and Discovery
- Project Management
- Global Search
- Advanced Reporting and Analytics
- Service Level Agreement (SLA) Management
- Codeless Configuration
- Multilingual User Interface and Documentation
- Multichannel Access



INTELLIGENT AUTOMATION

Luma—The Virtual Support Agent with Artificial Intelligence

Luma™ supercharges service management with artificial intelligence and was designed specifically to address the problem of unactionable tickets and low user and analyst satisfaction. Luma's natural language processing and conversational interface guides users to actionable requests and improved self-service. It relieves analysts from the burden of triaging requests and chasing users for more information. Luma interprets user intent, ensuring accurate ticket categorization and assignments, eliminating unnecessary callbacks and reassignments.