

AI in IT Service Management

24.2

Average #
of hours
to respond
to ticket

\$70

Average
cost of a
single
password
reset call

95%

Percentage
of IT
support
tickets that
can be fully
automated

7 USE CASES

1

SELF-SERVICE
CHATBOTS

AI-enabled chatbots can help employees and other users get instant help

2

AUTOMATICALLY
CORRECT ISSUES

AI systems identify solutions that appropriately resolve problem based on patterns

3

GENERATE
KNOWLEDGE BASES

Automatically document insight and findings in knowledge databases that are used to support humans

4

AUTOMATIC TICKET
ASSIGNMENT

By analyzing past patterns, AI can identify the best person to route new incoming tickets

5

IMAGE AND OBJECT
RECOGNITION

Pictures attached to support ticket can be analyzed against past pictures to identify patterns and find similar cases

6

PREDICTIVE
MAINTENANCE

AI powered service desk creates tickets automatically if a particular infrastructure goes down

7

24/7 GLOBAL IT
SUPPORT

Virtual agents ensure 24/7 availability to answer end user queries on behalf of human agents

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