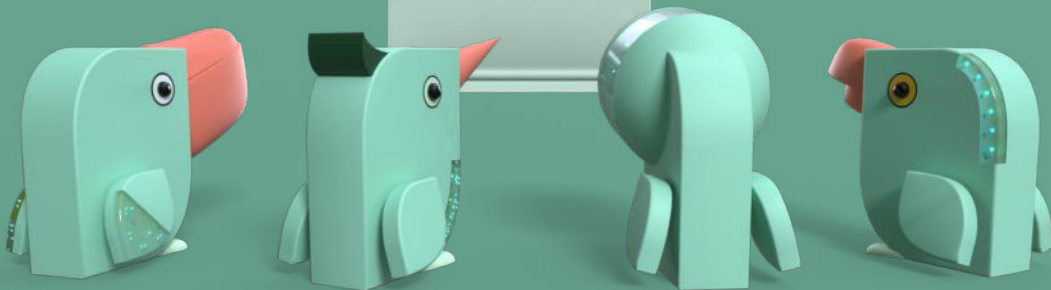


SysAid Copilot

Cutting edge, generative AI capabilities designed to liberate IT Pros, transform employee experience, and reinforce organizational productivity.



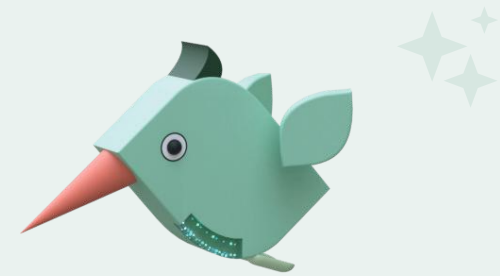
SysAid Copilot

SysAid Copilot is seamlessly baked into every element of service management.

Transform the way service is delivered, with zero setup required.

Navigating the right balance between end user satisfaction and IT efficiency is undeniably challenging. Add to this the need for IT to juggle multiple priorities, while simultaneously ensuring that work continues flowing and systems keep running.

SysAid Copilot delivers conversational support to end-users and enables them to self-resolve issues 24/7 with friendly guidance. Freeing admins from repetitive tickets and time consuming tasks, they can now focus on work that really matters, with the power of generative AI at their fingertips.



Benefits

End users:

- **CONSUMER-GRADE EXPERIENCE:**
Instant support in a conversational manner that is easy to understand and follow.
- **EASY-TO-USE, INSTANT ACCESS:**
All internal, up-to-the-minute, knowledge at their fingertips.
- **FRICTIONLESS TICKET CREATION:**
Eliminates the complexity of having to consider technical and operational details.

Admins:

- **SCALE YOUR SERVICE:**
AI-contained service reduces workload and allows admins to focus on high-valued tasks and more creative projects.
- **IMPROVED MTTR:**
Well-structured tickets ensure proper application of automation rules and provide full context for quicker resolution.
- **ENHANCED CSAT:**
Increase employee satisfaction by providing high quality solutions and service that is available 24/7.

Improve Organizational Productivity by **20%**

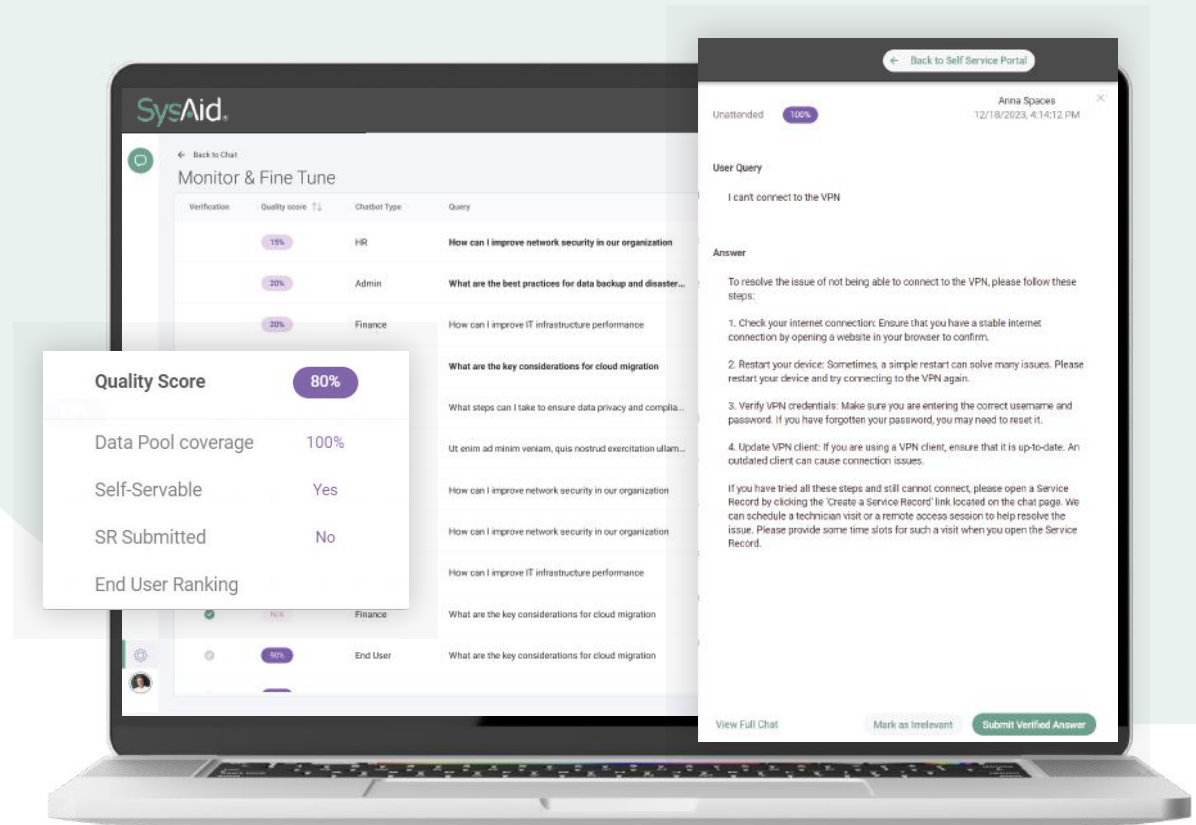


Your AI Toolbox

AI Chatbot for End Users

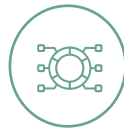
The AI Chatbot curates solutions based on organizational documents, knowledge base articles, historical tickets and other internal and verified external resources for effortless, zero-setup assistance.

The AI Chatbot provides end users with a conversational self-service experience so they can conveniently access reliable solutions to their issues, 24/7. Resulting in a major boost in productivity and enhanced satisfaction.



RESPONSE RATING

Gather end-user feedback on the usefulness and quality of responses they received from the AI Chatbot with an easy click of a thumbs up or thumbs down icon.



DATA POOL

Feed the chatbot content and knowledge from a variety of data sources including file types (PDF, CSV, DOC), websites, and SharePoint.



MONITOR & FINE-TUNE

Giving the admin control over the quality of answers that the AI Chatbot provides, through the ability to edit and fine-tune the answers.



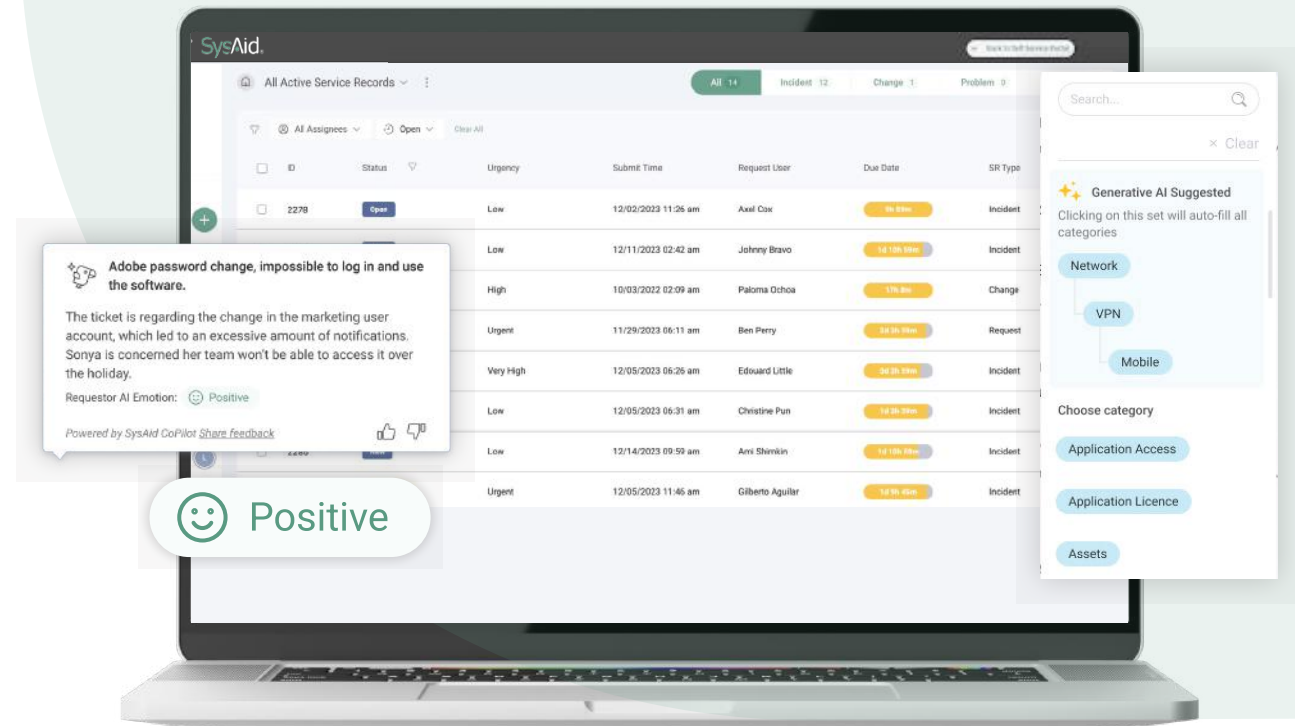
GUARDRAILS

Empowers your company to oversee the suitability of individual employee queries and questions. It helps establish clear rules for AI Chatbot usage within the organization, preventing any accidental sharing of offensive or sensitive information.

AI Emailbot

SYSAID EXCLUSIVE

End users can achieve the same seamless, conversational experience via email. When end users submit a ticket via email, they can receive a generated AI answer directly into their inbox to help resolve their issue.



😊 Positive

AI Admin Assist



AI CASE SUMMARIZATION

Provides admins with a real-time summarization of the ticket content when they hover over the ticket title from the queue or from within the ticket page. This saves admins an immense amount of time that would otherwise be spent going into every ticket to read and understand the full context. Now within a matter of seconds, admins will understand what each ticket is about simply by hovering and reading a couple sentences or less.



AI EMOTION

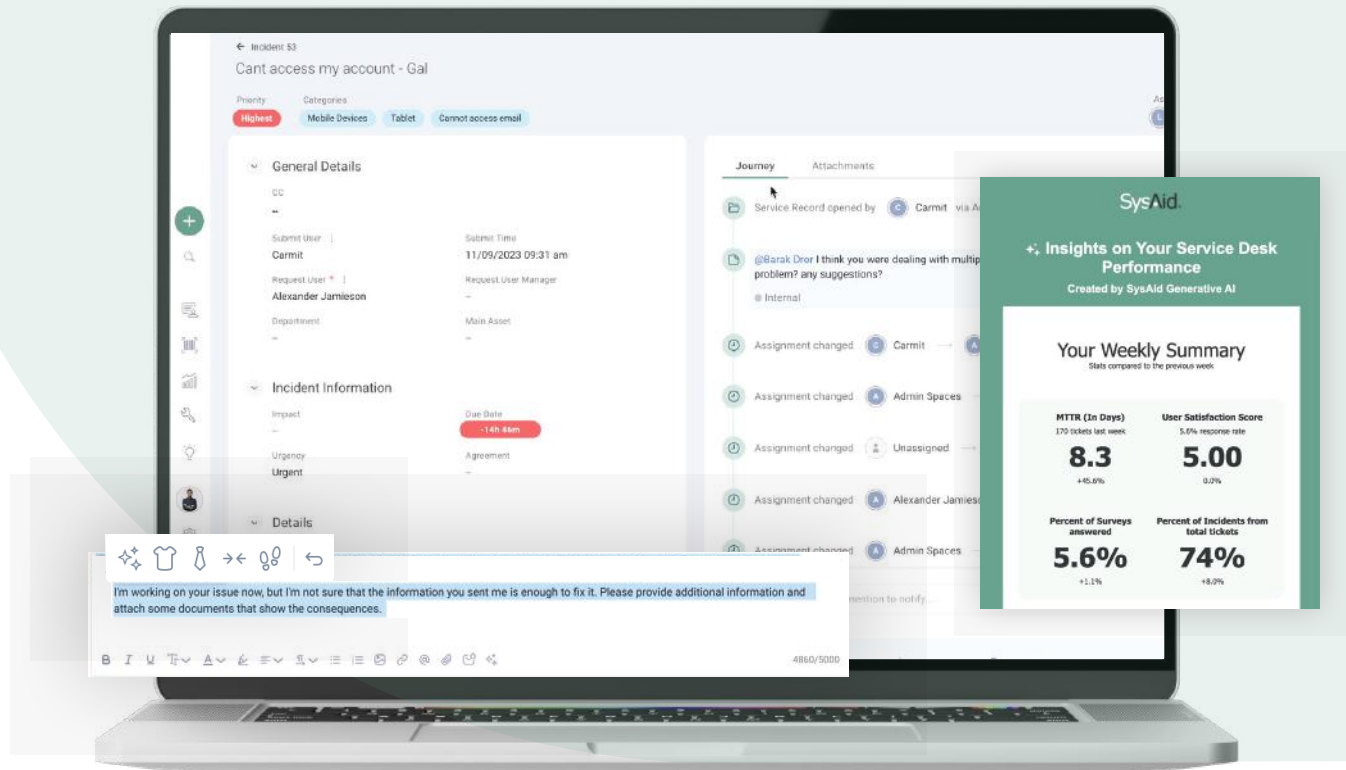
Provides an indication of the request-user sentiment as perceived from the ticket content. This enables admins to prioritize tickets where the sentiment may be negative for improved employee satisfaction. Admins will also be able to see the impact their actions have on the request user sentiment as it is updated in real-time.



AI INTELLIGENT CATEGORIZATION

AI Intelligent Categorization streamlines ticket categorization by automatically suggesting more accurate classifications based on the organization's category schema, reducing miscategorization, and enabling one-click updates. Furthermore the escalation rule grants admins control over when the AI Intelligent Categorization activates, allowing for effortless automation of ticket categorization, saving time and resources otherwise spent on complex email rules and manual categorization.

Deliver exceptional service. Automagically.



AI AUTHOR

Empowers admins to compose practical messages with different tones and styles that will save precious time. Admins no longer need to consider semantics, grammar, spelling or punctuation, as AI Author ensures that the messages are clear and concise. When combined with the Monitor and Fine-Tune feature in the AI Chatbot for End Users, AI Author becomes the admin's personal writing assistant to ensure that the responses the AI Chatbot provides are optimal.



AI INSIGHTS

A fully automated email report that is created by generative AI. Each week, AI insights provides an overview of your KPIs, a comparison with industry benchmarks, and offers recommendations and predictions for the next reporting period. Empowering admins to make data driven decisions that will improve their organization's service management quality.