

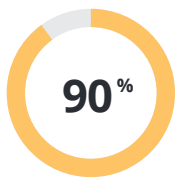
TICKET AI

AI-Powered Auto-Resolution & Agent-Assist

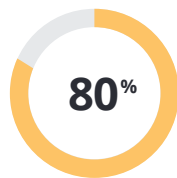
PRODUCT OVERVIEW

Auto-resolve tickets in seconds with Aisera's Ticket AI, a first-of-its-kind ticket intelligence product that automatically classifies, routes, and resolves tickets across multiple channels without any manual intervention. Aisera integrates with all leading ticketing systems such as ServiceNow, BMC, Atlassian Jira, Salesforce Service Cloud and Zendesk Support to offer agents AI-based recommendations on Knowledge Articles, Macros, Similar Tickets, and Next-Best Actions.

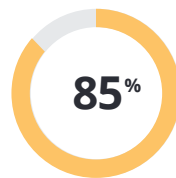
BENEFITS



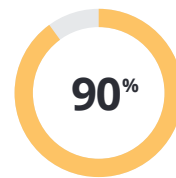
Improvement in Time-to-Resolution



Improvement in Agent Productivity



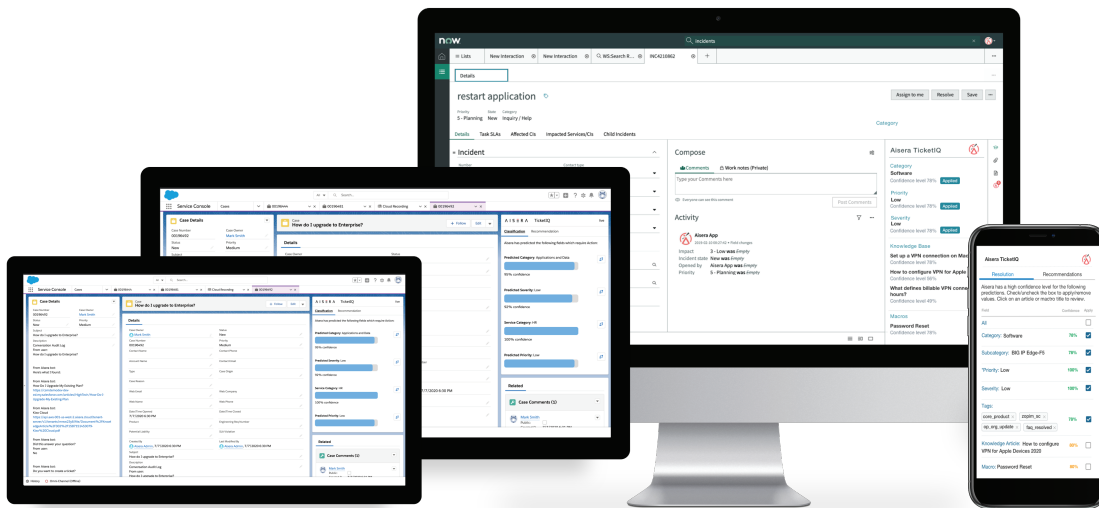
Improvement in Customer Satisfaction



Reduced Service Desk Operating Costs



Tickets and Requests Analyzed



Aisera offers Auto-Resolve & Agent-Assist for Salesforce, ServiceNow, Zendesk & other leading Ticketing systems

KEY CAPABILITIES

Auto-Resolution

Automatically resolve tickets for user requests across any channel without any manual effort based on a confidence threshold

Auto-Triage

Automatically classify and route tickets to the right teams and agents based on user request, sentiment understanding, customer and user profile

Recommended Resolutions

Recommend Knowledge Articles, Similar Tickets, Resolution Notes and Next-Best Actions to boost agent productivity

Agent-Assist UI Widget

Fully integrated and customizable UI widget for ServiceNow, BMC, Atlassian JIRA, Salesforce Service Cloud, Zendesk Support and other ticketing systems

Cognitive AI Search

Enable agents to search and find relevant resolutions across multiple knowledge sources to improve agent productivity

Automated AI Learning

Automatically learn from past tickets and conversations to improve prediction accuracy

Real-Time Reinforcement Learning

Learn in real-time from resolved ticket notes from trusted agents to automatically close knowledge gaps

Omnichannel Support

Resolution of tickets across multiple channels such as Email, Messaging, Web Portal, IVR, Voice, Chat, and SMS

Audit Predictions

Understand and measure the impact of predictions on tickets using in-built reporting on metrics ranging from ticket resolution rate to the accuracy of predictions

Agent Coaching

Understand your team's performance and coach your agents on best practices to meet your team's success metrics

SAMPLE INTEGRATIONS | TICKET MANAGEMENT

servicenow

zendesk

⚡ Jira Service Desk

cherwell

bmc



freshservice