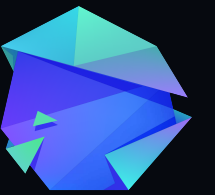
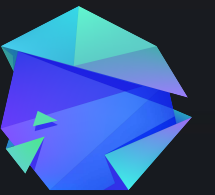

For managed service providers (MSPs)



Supercharging IT Service Desks With Neo

Neo is a MSP's advanced AI co-pilot that helps them
streamline service desk operations

www.neoagent.xyz



What you'll learn

You'll gain an understanding of how to use AI effectively to improve a MSP's service desk operations



How AI can solve problems that IT service desks face on a daily basis



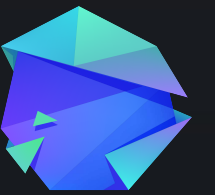
How Azure OpenAI is suited for enterprise customers that need to protect sensitive data



How an advanced agent like Neo works under the hood

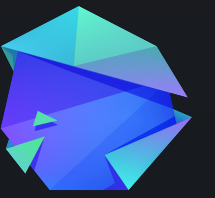


How Neo is delivering real value to customers today with data security considerations



Inefficient Ticket Management

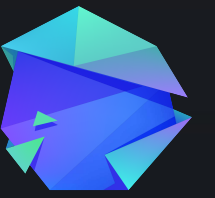
MSPs often struggle with managing high volumes of tickets efficiently, which can lead to prolonged resolution times and decreased customer satisfaction.



Inability to Leverage Historical Data

Without AI, MSPs may lack the ability to leverage historical data to predict and suggest the most effective ticket resolutions.

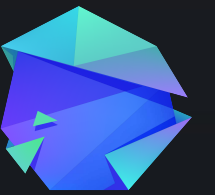
Challenges



Lack of CSAT Information

Popular services like Smileback, Crewhu & Customer Thermometer
rely on manual customer input to gauge CSAT scores

Challenges



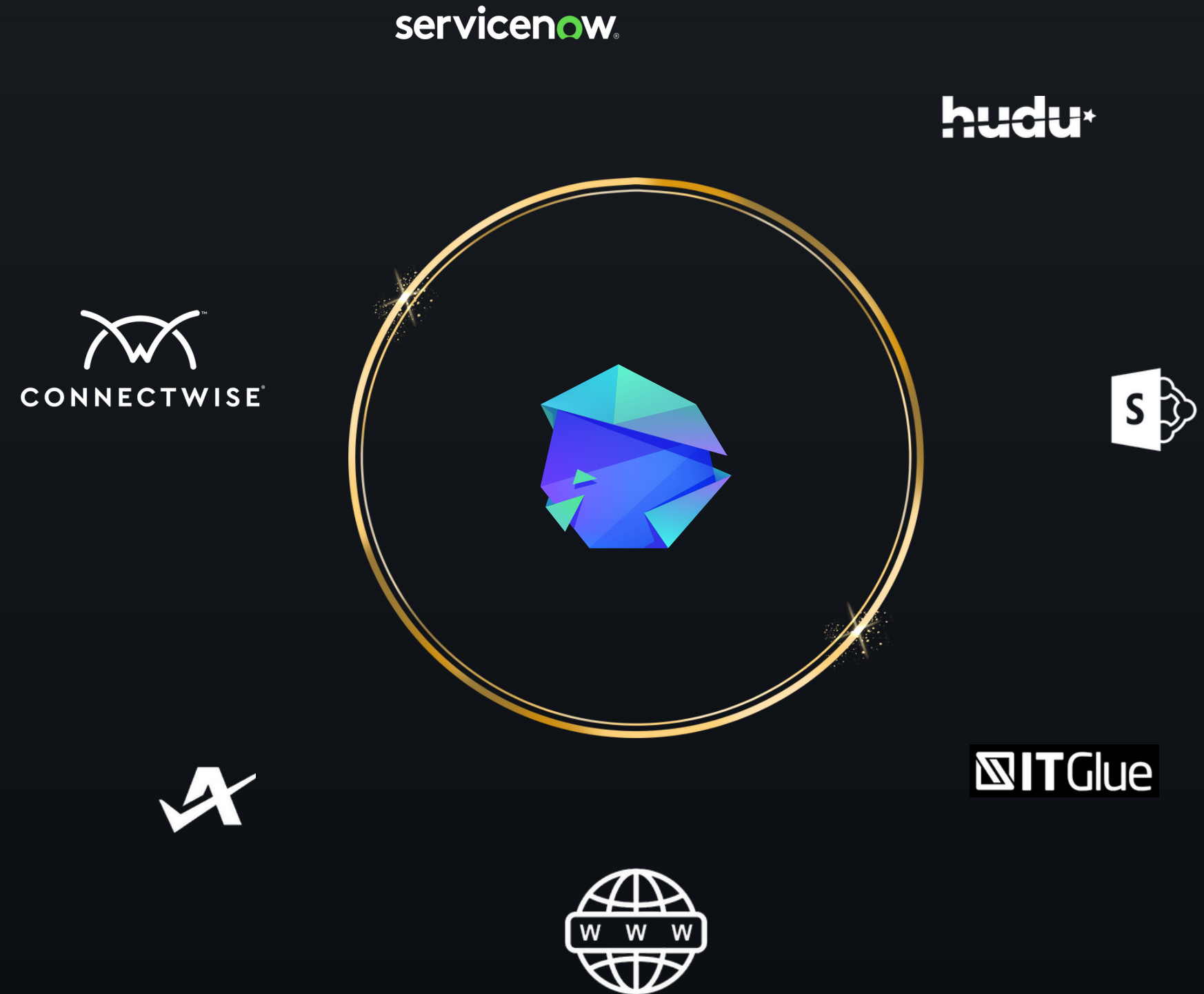
Low Gross Profit Margins

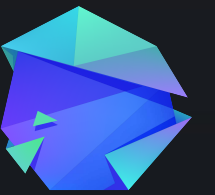
Without streamlined processes in place, more resources are consumed to serve customers, leading to higher operational costs

Overview of Neo

A MSP's AI Co-Pilot

Neo learns an MSP's customer service methods and SOPs from ITSM & documentation tools, effectively acting as a personal co-pilot.





Real world example

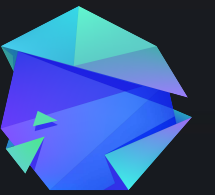
Cyberstreams' opportunity to
strengthen a customer
relationship

Cyberstreams', a MSP in the Greater Seattle Area, handles **5,000 tickets** per week on their help desk. However they're only able to monitor customer satisfaction on **10%** of their tickets. This means there are potentially missed opportunities on the other **90%** to improve customer service and strengthen customer relationships.

Using Neo, Cyberstreams' were able to identify tickets that weren't handled well, which led to the opportunity to turn a bad situation into a positive one.

Ultimately, happy customers lead to better retention.

Real world stories

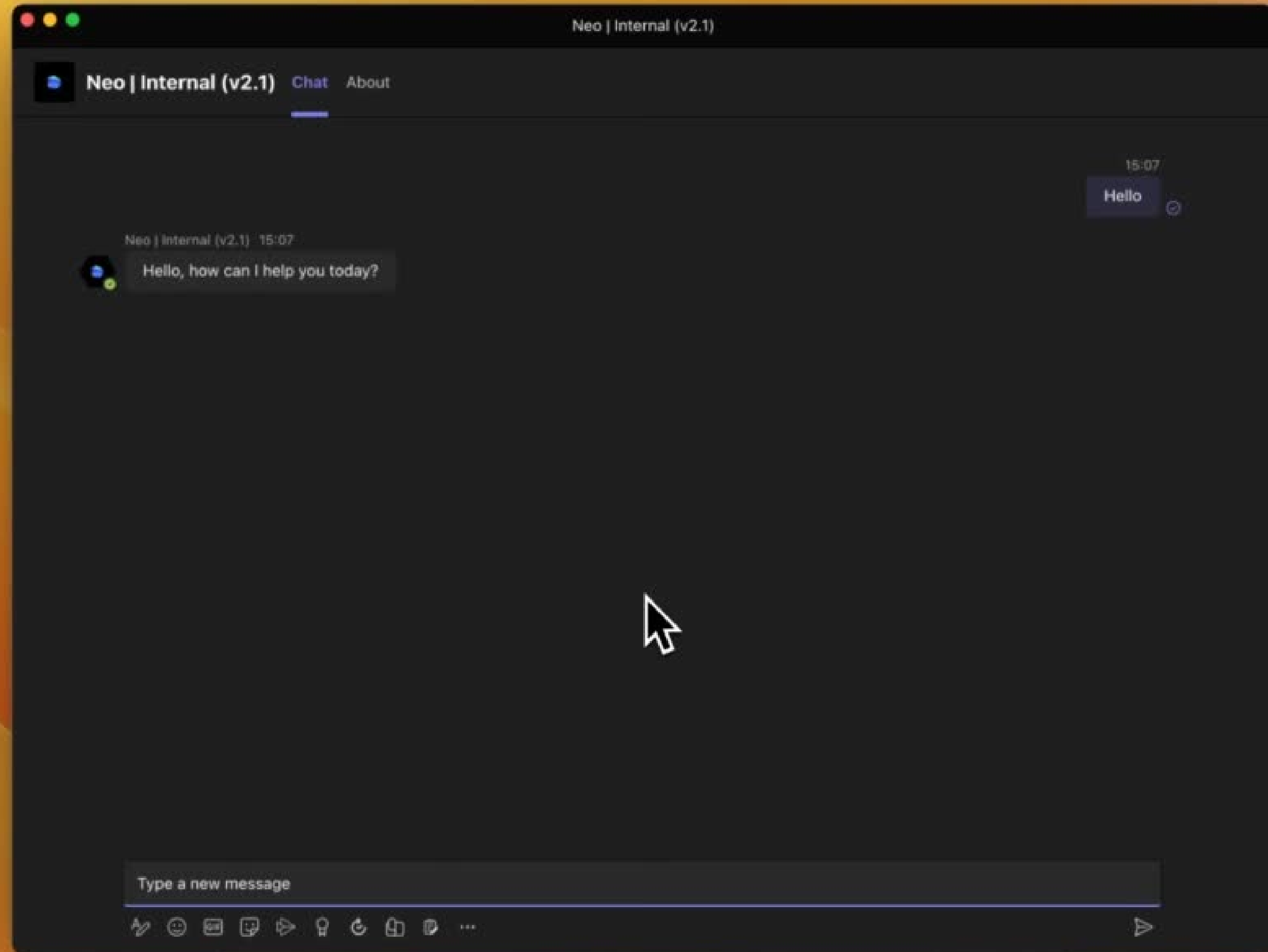


Real world example

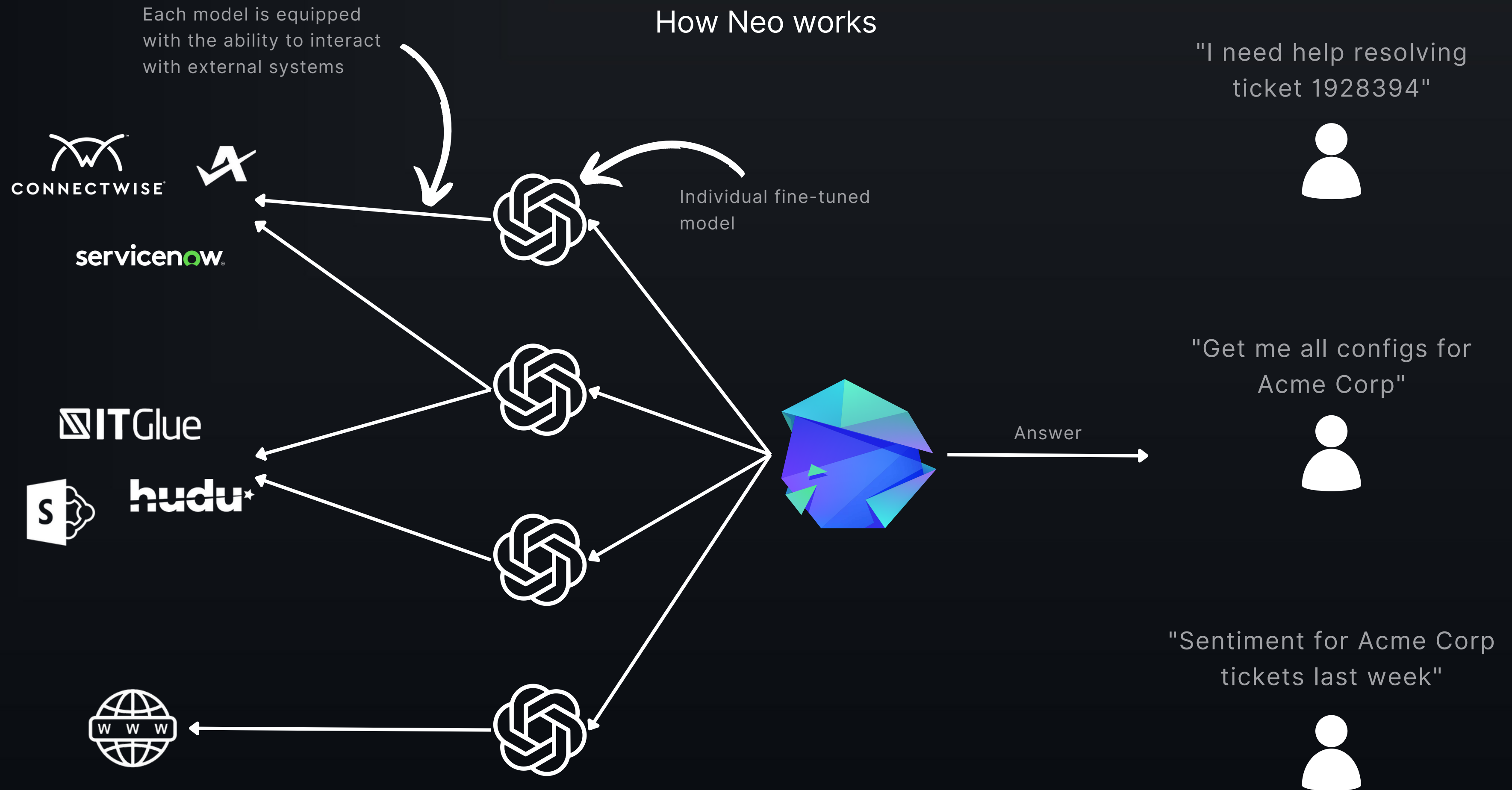
PTG's ability to get a headstart on ticket resolutions

PTG, a MSP in New York, was unable to **leverage historical data** in ConnectWise to be able to get a jumpstart on potential ticket resolutions.

Using Neo, PTG is able to get AI-suggested resolutions to tickets to help techs **resolve issues faster** & improve customer satisfaction.



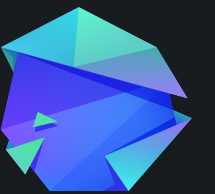
How Neo works



Outcomes

Expected outcomes MSPs should expect to gain from integrating Neo into their workflow

Benefits



Less need to hire skilled & expensive engineers that are needed to solve tickets



Faster resolution times lead to higher customer satisfaction and improved customer relationships

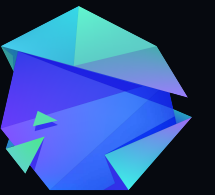


Intelligent resolution suggestions save time and resources on service desk operations



With reduced operational costs, MSPs can expect to see a positive impact on their gross profit margins

Request a demo



**Thank you for
listening!**

Available on

