

# Cognizant® AI Operations Assistant – powered by WorkNext AI

Meet the future of the Cognizant® Observability and Monitoring solution accelerator:  
**Cognizant AI® Operations Assistant** for hybrid and multi-cloud environments.

**Harnessing the capabilities of Azure OpenAI, it is used for both manually created Service Desk incidents received through email, phone, or chat, and reactive event-driven incidents from Cognizant's own AIOps engine or other third-party products.**

Leverage Semantic Memory, Azure OpenAI, Azure AI Search, and other Azure services, Cognizant® AI Operations Assistant collaborates with IT teams to offer immediate assistance in identifying the underlying issues, proposing potential solutions, and even creating new knowledge articles automatically within an established ITSM toolset, such as ServiceNow.



**Optimize operations with Cognizant® AI Operations Assistant**

**Save time and energy by streamlining tedious process to enhance efficiency and productivity**

- IT Ops must quickly discover root cause of complex issues in their infrastructure while battling to access large collections of constantly updated knowledge articles.
- The existing method is laborious and manual. Searching across standard operating procedures and KBAs across several data sources may not be feasible for all users
- This Generative AI copilot saves IT teams time and resources by providing RCA (Root Cause Analyzer) from historical data sources such as Incidents, Problems, Changes, Service Requests, and Knowledge Base Articles in Service Now or other enterprise data stores like SharePoint, reducing manual search and analysis.
- With GenAI support, IT operations become more effective and simplified, resulting in increased productivity and reduced MTTR for the organization.