

AI AGENT – ITSM ASSISTANT

[AI Agent – ITSM Assistant — developed in Microsoft Copilot Studio by Compusoft Advisors.]



1. What is the AI Agent – ITSM Assistant?

The ITSM Assistant is an AI-powered IT support agent built on Microsoft Copilot Studio that automates IT issue resolution, service requests, knowledge access, and ticket management through conversational interaction.

2. How can the ITSM Assistant be deployed?

The agent can be deployed as a standalone intelligent assistant or published directly within Microsoft Teams and the Microsoft 365 (M365) portal.

3. Can the ITSM Assistant operate across multiple channels?

Yes. Built on Azure Bot Service, the agent can operate across web, mobile, messaging, voice, and email channels while maintaining a unified IT support experience.

4. What types of IT issues can the assistant resolve?

It resolves common issues such as password resets, access requests, VPN problems, application errors, device issues, and software usage queries.

5. Does the agent support automated ticket creation?

Yes. When an issue cannot be resolved automatically, the agent creates tickets with full context and routes them to the appropriate IT teams.

6. Can users check ticket status through the agent?

Yes. Users can track ticket status, progress, and resolution updates conversationally without logging into IT portals.

7. Does the ITSM Assistant integrate with ITSM platforms?

Yes. It integrates with enterprise ITSM and service-management platforms, knowledge bases, and monitoring systems.

8. Is technical knowledge required to use the ITSM Assistant?

No. Employees can interact using natural language without any technical or IT expertise.

9. How does the assistant reduce IT workload?

By acting as the first line of support, resolving repetitive issues, and deflecting tickets before escalation.

10. Is the ITSM Assistant secure for enterprise use?

Yes. It uses enterprise-grade security, RBAC, secure APIs, and audit logging to protect IT and user data.

11. Can the agent identify recurring IT issues?

Yes. It analyses interactions and tickets to identify recurring problems and improvement opportunities.

12. Does the agent support knowledge base access?

Yes. It retrieves information from approved IT knowledge bases, SOPs, and documentation.

13. Can the ITSM Assistant escalate issues to live IT agents?

Yes. Complex or unresolved issues can be escalated seamlessly to live IT support teams.

14. Can the ITSM Assistant be customised?

Yes. The agent can be tailored to organisation-specific IT policies, workflows, and escalation rules.

15. How quickly can the ITSM Assistant be implemented?

Initial deployments can typically be completed within weeks using low-code tools and prebuilt connectors.

16. Which departments benefit from the ITSM Assistant?

While led by IT teams, the assistant supports all employees by providing fast, self-service IT assistance.

17. Does the agent support SLA and compliance tracking?

Yes. Ticket actions and interactions are logged to support SLA tracking, audits, and compliance.

18. Can the agent work alongside existing IT tools?

Yes. It complements existing ITSM, monitoring, and service platforms without replacing them.

19. Can the ITSM Assistant scale for large organisations?

Yes. It is designed to support enterprise-scale environments with distributed users and high ticket volumes.

20. What measurable outcomes does the ITSM Assistant deliver?

- Reduced ticket volume and faster resolution
- Improved SLA compliance
- Higher employee satisfaction
- Better visibility into IT operations
- Lower IT support costs

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