



Help Desk Support Assistant by Embee Software

AI-Driven Helpdesk Support for Faster Query Resolution and Smarter Ticketing

The Help Desk Support Assistant is an AI-powered solution designed to reduce the load on teams like IT and HR teams by resolving employee queries through self-service and intelligently creating support tickets when required. By leveraging centralized knowledge and automation, the application improves response times, consistency, and overall support efficiency.

Key Features of the Help Desk Support Assistant

-  AI-powered resolution of queries like IT and HR using centralized knowledge repositories
-  Automatic ticket creation when self-service resolution is not as expected
-  Seamless integration with SharePoint as a centralized knowledge source
-  Automated workflows for ticket routing and notifications
-  Intelligent self-service support for frequently asked employee questions
-  AI-based ticket classification with auto-filled categories, priorities, and descriptions
-  Context-aware ticket generation using chat conversation history
-  Role-based access for employees, support teams, and administrators

Why Use the Help Desk Support Assistant?

- Reduce overall support tickets by 35–50% through AI-driven self-service resolution
- Increase productivity of teams like IT and HR support resources by 30–45%
- Eliminate inconsistent categorization and manual ticket entry
- Improve response time and employee satisfaction by 90%+
- Achieve 40–60% faster ticket resolution with intelligent ticket creation
- Enable scalable support without increasing manpower

Industries & Departments

Industries: Banking and Financial Services, IT & ITES, Technology Services, Manufacturing, Engineering, Large Enterprises

Departments: IT Service Desk, IT Operations, HR Operations, Shared Services, Enterprise Support Functions

Tools and Technologies used



Microsoft Copilot Studio



AI Builder



Power Automate



SharePoint

Transform Employee Support with AI

Move from manual, reactive support to intelligent, proactive assistance that delivers faster resolutions and better employee experiences. **Schedule a demo today.**