

FastTrack AI with iLink's Beak AI Studio

A flexible engagement model designed to define proof of value for AI RoadMap



Engagement Deliverables

- MVP Deployed AI Solution
- Scalable Operational Foundation
- Implementation cost-benefit analysis
- Future roadmap recommendations



Overview



AI Agent



Tracking



Prompts

Overview

Project Name: All - User Name: All -

Last 7 days - Refresh

Total Clients

941

Total Costs

\$25.17

Total Traces

760

Total Tokens

1273

Average Model Latency

3.45 ms

Average Traces Latency

15.55 ms

Clientwise Cost Consumption (941)

Export as -

Client Name	Total Cost
Test Book Company	\$0.0258
SOC Testing	\$0.0258
TestingFlightApril2024	\$0.0258
Patch Testing	\$0.0258
test_email	\$0.0258
Test Email Comp	\$0.0258
Bookstore Test	\$0.0258

Clientwise Traces Consumption (941)

Export as -

Client Name	Total Traces
Test Book Company	45
SOC Testing	45
TestingFlightApril2024	45
Patch Testing	45
test_email	45
Test Email Comp	45
Bookstore Test	45

Traces Tracked (76)

Export as -

Trace Name	Total Tracked
BKSA	426
bot	88
a	42
BTC Follow-up Action	28
BTC Follow-up Question	28
BAMA	26
BTC	14

Traces Tracked Trend



Model Costs (0)

Export as -

Model	Tokens	Total Cost
gpt-3.5-turbo	1,379,018 M	\$0.8599



Overview



AI Agent



Tracing



Prompts

AI Agent | Add

Agent Info

AGENT NAME

IT Ops Agent

INSTRUCTIONS

You are an IT Ops Agent who can perform all IT related activities. Utilize the tools available to you to perform actions as needed.

Skill Categories ↓

- Document Chat
- Human Resources Management
- IT Helpdesk
- IT Troubleshooting And Support
- Identity Access Management
- Productivity
- Ticket
- Training And Knowledge

IT Helpdesk (6) ↓

Active

Configured



Close an IT Helpdesk Ticket

This skill allows employees to close their support tickets once the issue has been resolved

Type : Action

Configured



Create an IT Helpdesk Ticket

This skill enables employees to create new support tickets for IT issues, HR inquiries, or other organizational requests

Type : Action

Not Configured



Retrieve Azure Mails

This skill enables employees to retrieve and access their emails from the Azure platform

Type : Retriever

Configured



Retrieve Information of an IT Helpdesk Ticket

This skill retrieves all tickets raised by the user

Type : Retriever

Configured



Trigger Escalation Email

This Skill is used to Trigger Escalation Email when it fails to answer the user questions on a given context

Configured



Update an IT Helpdesk Ticket

This skill allows employees to update existing support tickets with new new comments or or additional context to the ticket



Overview



AI Agent



Tracing



Prompts

AI Agent

Published Agents

My Agents

Published Agents (2)

Export as

Agent Name	Instructions	Skills	Created By	Modified On
Travel Agent			2706	01/09/2025, 04:40:52 PM
BAMA ServiceNow Analyst	You are a helpful IT assistant named Beak...	1	2756	12/20/2024, 10:52:10 PM



Overview



AI Agent



Tracing



Prompts

Prompts

Prompts 119

Export as

Name	Versions	Type	Latest Version Created At	Tags
bicsa_asset_software_retriever_query_builder	27	text	01/09/2025, 06:37:54 PM	-
bicsa_asset_software_retriever_query_builder	26	text	01/09/2025, 03:02:52 PM	-
bicsa_asset_software_retriever_query_builder	25	text	01/09/2025, 02:41:39 PM	-
bicsa_asset_software_retriever_query_builder	24	text	01/09/2025, 02:17:53 PM	-
bicsa_asset_software_retriever_query_builder	23	text	01/09/2025, 02:06:47 PM	-
blis_search_client_retriever_query_builder	13	text	01/08/2025, 12:28:59 PM	-
bama_azureappinsights_rca_domain_query_build...	3	text	01/06/2025, 04:33:45 PM	-
bama_azureappinsights_rca_operationname_que...	3	text	01/06/2025, 04:30:21 PM	-
bama_azureappinsights_rca_operationid_query_b...	4	text	01/06/2025, 03:09:05 PM	-
bama_azureappinsights_rca_operationid_query_b...	3	text	01/06/2025, 02:21:02 PM	-
bama_azureappinsights_rca_operationid_query_b...	2	text	01/03/2025, 02:53:06 PM	-
bama_azureappinsights_rca_operationname_que...	2	text	01/03/2025, 02:50:07 PM	-
bama_azureappinsights_rca_domain_query_build...	2	text	01/03/2025, 02:42:31 PM	-
bama_azureappinsights_rca_domain_query_build...	1	text	01/03/2025, 01:14:58 PM	-
bama_azureappinsights_rca_operationname_que...	1	text	01/03/2025, 01:14:40 PM	-
bama_azureappinsights_rca_operationid_query_b...	1	text	01/03/2025, 01:14:22 PM	-