

DeskIA Front End + BPA

Connect user support with the process outcome.

Journey

Understand and help. Front End identifies intent, provides guidance and coordinates authorized actions.

Continue support. Context follows the technician when a request needs human intervention.

Verify the outcome. BPA compares the process outcome with agreed criteria and sources.

Ways to start

Scope-based evaluation. Review support, one process or both. The mode and its dependencies are agreed for each implementation.

ITSM retains cases; observability supplies signals; DeskIA connects interaction, actions and evidence.

Scope requires agreed integrations, permissions, sources and criteria. Effective features are validated for each environment.

Request a demo

Let's review the scope for your operation.

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