

DeskIA Front End

AI support that starts with the user's need.

Benefits

A conversation to ask for help. Identify the need and gather useful information through enabled channels.

Self-service with sources. Use approved procedures and show the reference supporting the guidance.

Authorized actions. Coordinate eligible requests within a defined catalog, permissions and approvals.

Continuity with a technician. Provide a summary, attempted steps and the reason for escalation, depending on the enabled integration.

Request follow-up. Consult the status available in the ticketing system using the requester's permissions.

Reusable knowledge. Propose articles from reviewed solutions. A responsible person decides what is published.

What is needed

Knowledge and catalog. Approved articles, eligible requests and owners responsible for updates.

Integration and control. Validated ITSM, channels, identity, permissions and escalation criteria.

Measure validated technician-free resolution, reopened cases, escalation context and knowledge coverage.

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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