

IntelliDesk

The Self-Evolving AI Support Platform

FROM TICKET CHAOS →
AUTONOMOUS RESOLUTION

v1.0

AGGLOMERATION 2.0 • TEAM -BUG SLAYERS

THE PROBLEM (PAIN, NOT TECH)

THE SUPPORT CRISIS TODAY

- FRAGMENTED EMAILS & TICKETS → LOST CONTEXT
- SAME ISSUES SOLVED REPEATEDLY
- MULTIPLE FOLLOW-UPS CREATE DUPLICATE TICKETS
- SLOW MANUAL TRIAGE FRUSTRATES USERS

SUPPORT TEAMS DON'T HAVE A TOOLING PROBLEM – THEY
HAVE A CONTEXT PROBLEM.

WHY TRADITIONAL HELPDESKS BREAK

- TICKETING SYSTEMS STORE, THEY DON'T LEARN
- DEDUPLICATION STOPS AT “RE:” OR TICKET IDS
- NO MEMORY OF PAST RESOLUTIONS
- AI IS USED AS A CHATBOT, NOT A SYSTEM BRAIN

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WHAT MAKES INTELLIDESK DIFFERENT

NOT JUST AI SUPPORT – A LEARNING SYSTEM

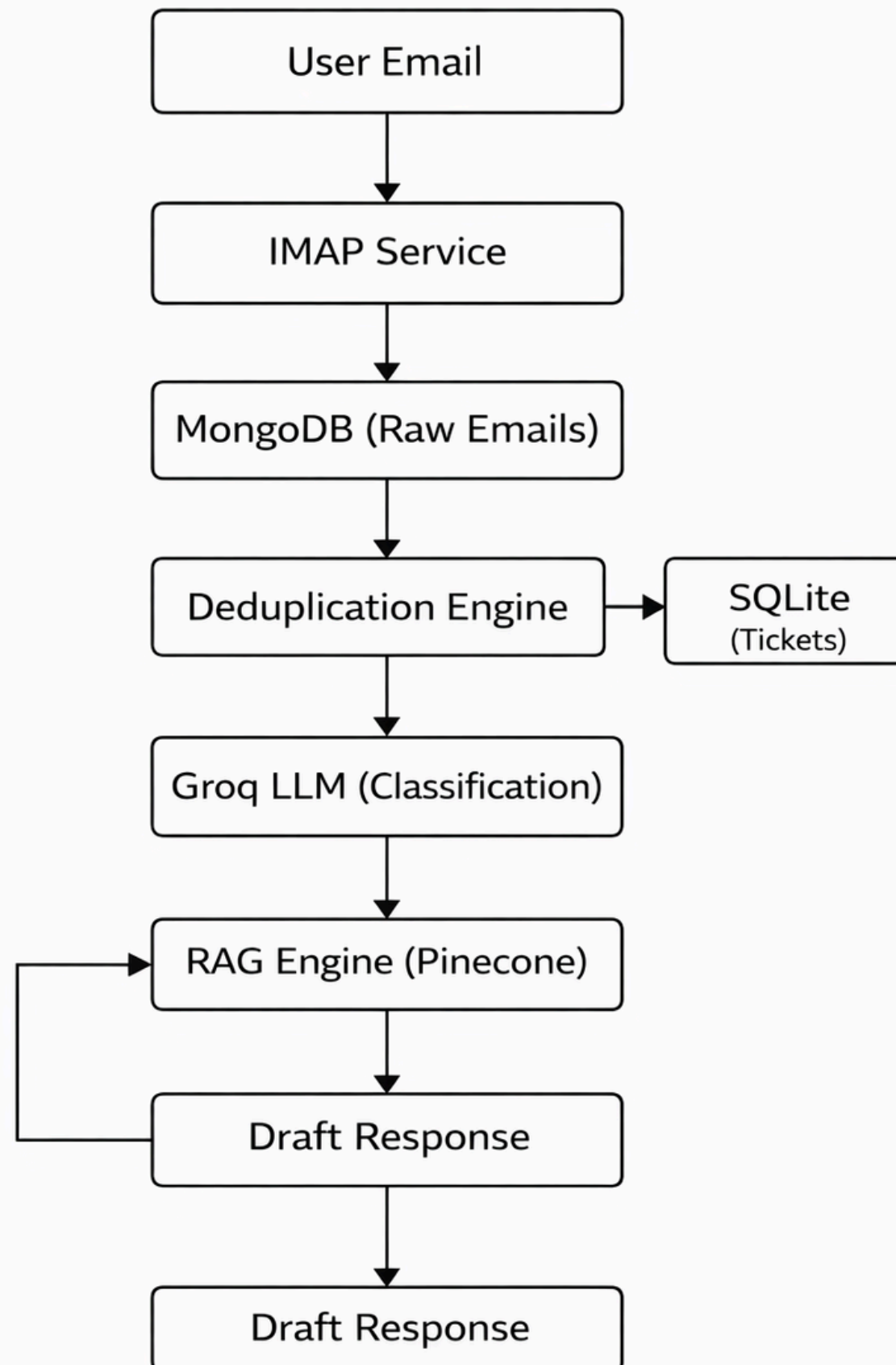
TRADITIONAL HELPDESK INTELLIDESK

- STATIC TICKETS
- MANUAL TRIAGE
- ID-BASED THREADS
- AGENTS REPEAT WORK

INTELLIDESK

- SELF-EVOLVING KNOWLEDGE
- SUB-SECOND AI TRIAGE
- SEMANTIC + TEMPORAL MERGING
- SYSTEM REMEMBERS SOLUTIONS

SYSTEM ARCHITECTURE



4-LAYER DEDUPLICATION ENGINE

- HEADER PARSING (IN-REPLY-TO, MESSAGE-ID)
- TICKET / REFERENCE ID MATCHING
- SEMANTIC SIMILARITY (EMBEDDINGS)
- TEMPORAL PROXIMITY (TIME WINDOWS)

v1.0

“LOGIN FAILED” + “PASSWORD BROKEN” (5 MINS APART) → ONE TICKET

END-TO-END WORKFLOW

1. CUSTOMER EMAILS SUPPORT
2. SYSTEM INGESTS & CLEANS EMAIL
3. DEDUPLICATION DECIDES: NEW OR MERGE?
4. AI CLASSIFIES INTENT & PRIORITY
5. RAG FETCHES PAST RESOLUTIONS
6. LLM DRAFTS RESPONSE
7. AGENT APPROVES & SENDS
8. SYSTEM LEARNS PERMANENTLY

SELF-EVOLVING LEARNING LOOP

RESOLVED TICKET

- → EMBEDDED INTO VECTOR DB
- → USED IN FUTURE RESPONSES
- → HIGHER CONFIDENCE
- → LESS HUMAN EFFORT

EVERY SOLVED TICKET REDUCES FUTURE WORKLOAD

TECHNOLOGY STACK

• LAYER / COMPONENT	TECHNOLOGY USED
• LLM INFERENCE	GROQ (LLAMA 3.1 8B INSTANT)
• RAG / VECTOR STORE	PINECONE (SERVERLESS)
• BACKEND API	FASTAPI (PYTHON)
• FRONTEND UI	REACT + VITE + TAILWINDCSS
• EMAIL STORAGE	MONGODB
• TICKET DATABASE	SQLITE (POSTGRES-READY)

BUILT FOR SCALE

LAYER / COMPONENT

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PINECONE (SERVERLESS)

FASTAPI (PYTHON)

REACT + VITE + TAILWINDCSS

MONGODB

SQLITE (POSTGRES-READY)

“THIS IS NOT A DEMO SYSTEM – IT’S DEPLOYMENT-READY ARCHITECTURE.”

LIMITATIONS & FUTURE SCOPE

NOW

- MOCK AUTHENTICATION
- EMAIL-ONLY CHANNEL

NEXT

- OAUTH2 / SSO
- SLACK & WHATSAPP
- VOICE → TEXT SUPPORT
- ANALYTICS EXPORT TO THE WAREHOUSE

WHY INTELLIDESK WINS

- REDUCES SUPPORT LOAD AUTOMATICALLY
- LEARNS WITHOUT RETRAINING
- TURNS SUPPORT INTO A KNOWLEDGE ASSET

SUPPORT THAT GETS SMARTER EVERY DAY.



Our product
revolutionises the way

people use emails

2025

Thank you

v1.0