Good morning

 I am thrilled to introduce you to SmartOps Copilot, a revolutionary solution designed to transform incident management and resolution within your organization.

**Introduction**

In today’s rapidly advancing technological landscape, the pressure to resolve IT incidents swiftly and efficiently is more critical than ever. Organizations need solutions that are not only innovative but also capable of delivering exceptional results with minimal downtime. It is with this vision that we developed SmartOps Copilot—a sophisticated, intelligent system designed to revolutionize the way we handle incident tickets.

**The Traditional Method of Resolution**

 Traditionally, incident resolution has been a reactive and time-consuming process. A user encounters a problem, submits a ticket, and waits for the service desk to categorize and address it. Service desk personnel then manually search through a knowledge base, consult with engineers, and seek out past solutions to similar issues. This method is not only inefficient but also prone to delays and inconsistencies.

Consider a common scenario most of us can relate to—a system running slower than usual. An employee dealing with this frustrating issue logs a ticket. Traditionally, this ticket would undergo manual categorization, followed by a time-consuming search for solutions, often leading to redundant efforts and prolonged downtimes.

**What is SmartOps Copilot?**

Enter SmartOps Copilot, a state-of-the-art solution that automates and streamlines this entire process. Here’s how it works:

The moment a user submits an incident ticket, our integrated system springs into action. Powered by ServiceNow’s AI search and the advanced BERT model for classification, SmartOps Copilot intuitively understands and categorizes the incident based on the user’s description. This ensures precise and contextually accurate identification of the problem.

 Next, SmartOps Copilot delves into your organization’s knowledge base, an extensive repository of articles and solutions. Our AI Search function meticulously scours this database to find relevant articles, which are then fed into a large language model (LLM). This LLM, trained on vast amounts of data, generates a tailored, comprehensive response that addresses the user’s specific issue almost instantaneously.

**Why Do We Need SmartOps Copilot?**

 The need for SmartOps Copilot is clear. In a world where time is of the essence, and efficiency is paramount, this solution offers:

1. \*\*Unmatched Speed and Accuracy\*\*: By automating the categorization and resolution process, SmartOps Copilot drastically reduces the time taken to resolve incidents. The use of the BERT model ensures each ticket is accurately understood, while the LLM provides precise, contextually relevant solutions.

2. \*\*Operational Efficiency\*\*: By alleviating the workload of service desk personnel and engineers, SmartOps Copilot frees them up to tackle more complex and strategic tasks. This not only boosts productivity but also enhances overall operational efficiency.

3. \*\*Proactive and Data-Driven Approach\*\*: By analyzing historical data and previous incidents, SmartOps Copilot enables a proactive approach to incident management. It learns, adapts, and continuously improves, setting the stage for a more data-driven and intelligent IT support system.

4. \*\*Enhanced User Satisfaction\*\*: With quicker resolution times and tailored responses, user satisfaction is significantly enhanced. Users are empowered with the knowledge to potentially prevent similar issues in the future, fostering a more informed and self-sufficient user base.

In essence, SmartOps Copilot is more than just a tool—it’s an intelligent assistant that transforms the way your organization handles incident management. By integrating this powerful solution into your workflow, you are not just adopting a new technology—you are embracing a future where incident management is seamless, proactive, and remarkably efficient.

 To demonstrate how SmartOps Copilot works in practice, I'd like to hand it over to my colleague, Shivani, who will walk you through a real-world example and show you the magic of SmartOps Copilot in action.

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Thank you, Irul

**Hello everyone**, I’m Shivani and I’m excited to demonstrate how SmartOps Copilot can revolutionize your incident management process in practical.

Consider the scenario mentioned earlier: an employee faces a system running slower than usual and logs a ticket through our ServiceNow portal.

Let’s see how SmartOps Copilot handles this in real-time. When a user facing this issues, logs a ticket in servicenow. (Logs a Snow ticket)

1. \*\*Ticket Creation and Categorization\*\*:  
   - As soon as the ticket is created, SmartOps Copilot immediately begins processing. Using the BERT model, it accurately categorizes the issue based on the user's description. This Bert model has been Fine-tuned with IT technical isssues to categorize the issue mentioned by the user very accurately.  
   - Here, you can see the ticket categorized under “System Performance Issues.”

 2. \*\*Knowledge Base Search\*\*:  
   - Next, our AI Search function dives into the ServiceNow Knowledge Base, identifying and retrieving relevant articles related to system performance issues. Knowledge Base is a repository of wide range of information related to IT technical issues. With this, The large language model (LLM) processes the content from these articles and crafts a tailored, context-specific resolution. Here we use LLaMA 3 in action. This model sanitizes the input data and understands the users issue with advanced Natural Language Processing Training. This Resolution provided by LLM with the domain knowledge, is added to the work notes of the incident created, This can be viewed by the user and assist him solve the issue.

3. \*\*Historical Data Analysis\*\*:  
   - But SmartOps Copilot doesn't stop there. It also searches for similar past incidents, leveraging historical data to identify the most efficient resolution pathways.  
   - Here, you can see how it compiles a list of related incidents and documents the solutions in the work notes.

4. \*\*Resolution and Feedback\*\*:

   - The employee receives a tailored, detailed response almost instantaneously, guiding them through resolving the slow system issue.  
   - This not only resolves the issue quickly but also educates the user on preventing similar problems in the future.

**Real-World Impact**

By merging the capabilities of ServiceNow’s Knowledge Base and AI Search with the intelligence of large language models and historical incident data, SmartOps Copilot significantly enhances the incident resolution process. This system allows for:

- \*\***Quicker Resolution Times**\*\*: Drastically reducing the time taken to resolve incidents.  
- \*\***Reduced Workload**\*\*: Alleviating the burden on our Level 0 engineers, freeing them to focus on more complex tasks.  
- \*\***Enhanced Operational Efficiency**\*\*: Setting the stage for a more proactive and data-driven approach to IT incident resolution, transforming traditional IT support methods.

**Conclusion**

As you can see, SmartOps Copilot is not just a tool but an intelligent assistant that revolutionizes incident management. Automating and optimizing the resolution process, it ensures that every incident is handled in the most efficient manner possible, ultimately driving operational excellence and enhancing the overall user experience.

Thank you for your attention. We are excited about the possibilities SmartOps Copilot brings and look forward to demonstrating how it can transform your organization’s incident management.