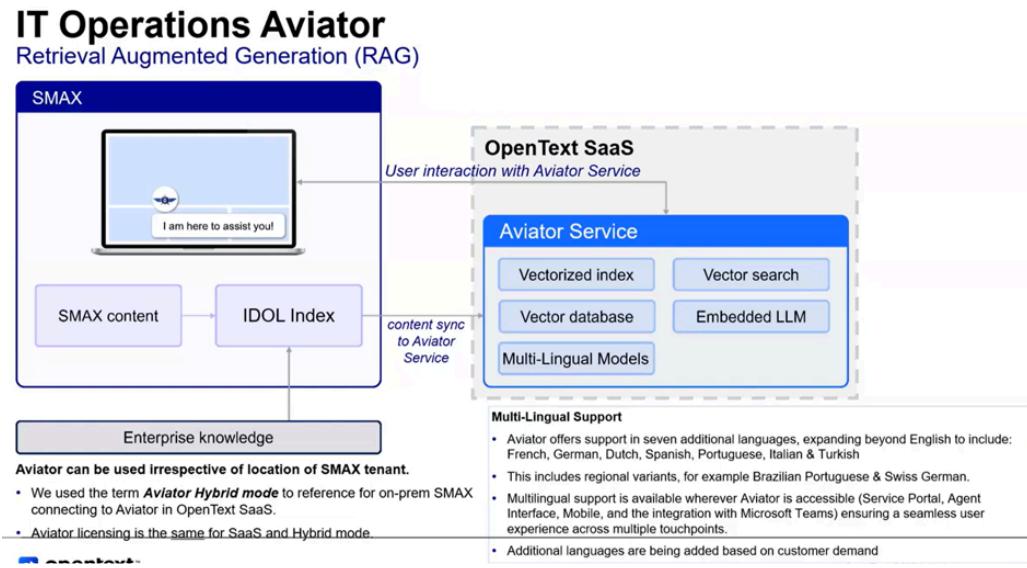


AI enriched Workflows with Aviator

Quick overview of Aviator

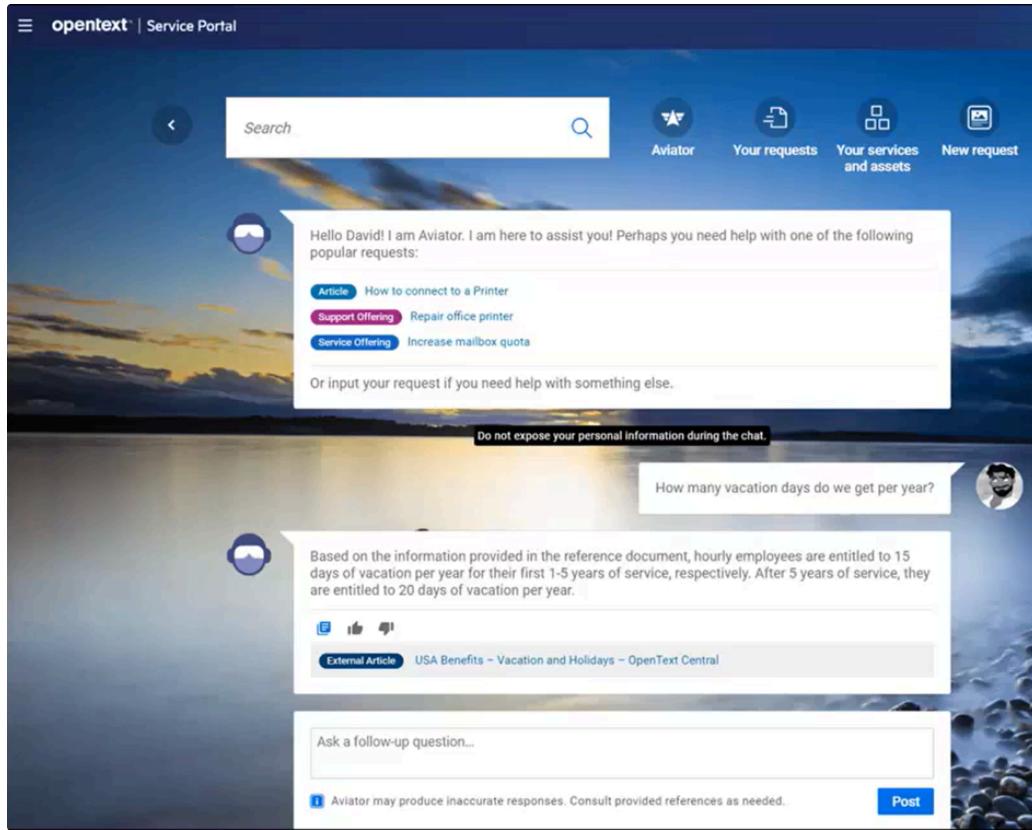


Aviator for Business Users

Business users interact with Aviator through a chat conversation interface, accessible via Service Portal, Mobile app, or our MS Teams integration

What can it do?

- Respond to user queries with a summary based on existing knowledge to help the user self-solve
- Suggest Next Steps (Catalog Offerings)
- Has Access to knowledge Articles, News, Service Catalog & Externally indexed content.
 - Respects users' service portal entitlement & access controls (data domains)
- Feedback can be provided on responses

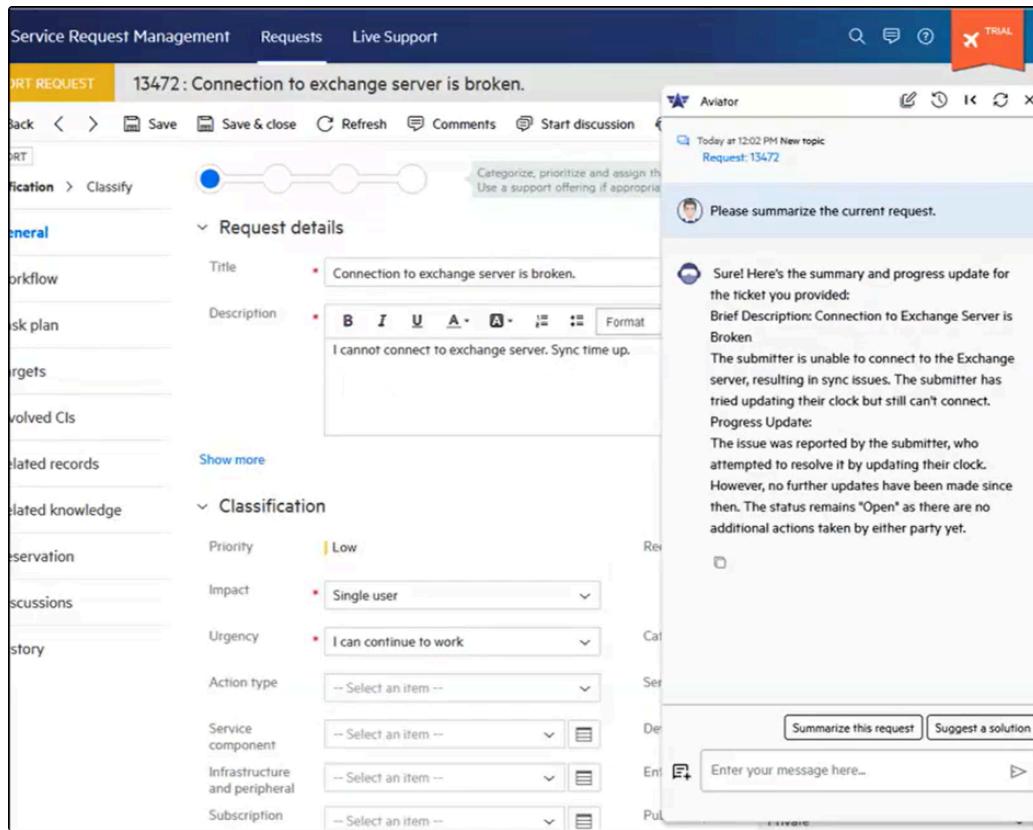


Aviator for SMAX Agents

SMAX Agents can interact with Aviator through the embedded Aviator Widget accessible in the SMAX Agent interface.

What can it do?

- Widget provides the same chat conversation functionality as service portal cases
 - Can access all knowledge articles, news, Service Catalog & external content, subject to security controls (data domains)
- Aviator Action buttons to summarize and suggest solutions for Requests & incident records
- The embedded widget includes the capability to see your conversation history



How to create an AI-enriched workflow?

Aviator Models + Aviator Business Rules

What are Aviator Models?

Aviator models allow you to define & customize parameters for interacting with the Aviator service

Isn't this just prompt engineering?

The *Prompt Template* is just 1 configuration of the Aviator model. You can also configure values for:

- Max new tokens
- Context source
- Similarity threshold
- Max References
- Open topics

Quick note before you fly

The Aviator Models page is visible only if you've enabled the Aviator capability and you have permission to the Aviator Model record entity (*Tenant Admin has this by default*).

Prompt Template

Helps organize the information sent to LLM, allowing you to expand on an input.

You can define two parameters in the template:

- **input:** Indicates the user prompt, such as the question given by the user.
- **context:** Indicates the knowledge retrieved from the vector database or applications to support LLM in completing the conversation. See the *Context source* field description.

Note: The prompt template only supports English.

Max new Tokens

Optional. You can enter an integer between **10 to 384** to specify the maximum number of output tokens.

Default Value: 256

Note: If the response is higher, this will trigger the continue generation message.

Context Source

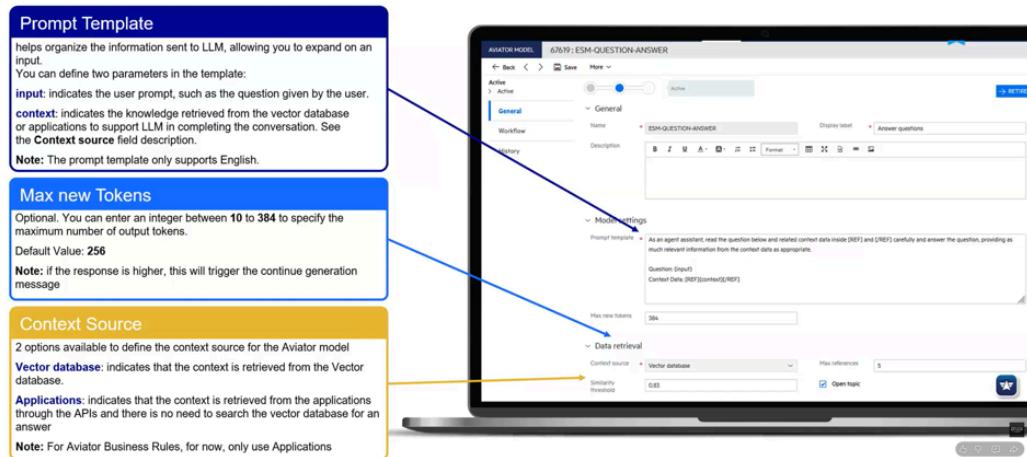
Two options are available to define the context source for the Aviator model:

- **Vector database:** Indicates that the context is retrieved from the vector database.

- **Applications:** Indicates that the context is retrieved from the applications through the APIs, and there is no need to search the vector database for an answer.

Note: For Aviator Business Rules, for now, only use *Applications*.

What Are Aviator Models?



Max References

Specifies the maximum number of references searched and returned from the Vector database.

Can be set to any whole number between **1 and 10**.

Note: Only available when the context source is Vector Database.

Open Topics

Select this checkbox if you want to allow the use of inherent knowledge/training within the LLM that is part of the Aviator service to provide answers.

Note: Can result in more hallucinations but useful in certain contexts (for example, asking to do some analysis).

Future Note: With 24.4 we are moving to *Llama3* as the base LLM. The inherent knowledge is vastly superior to the existing *Llama2* model and will be worth testing more with open topics.

Similarity Threshold

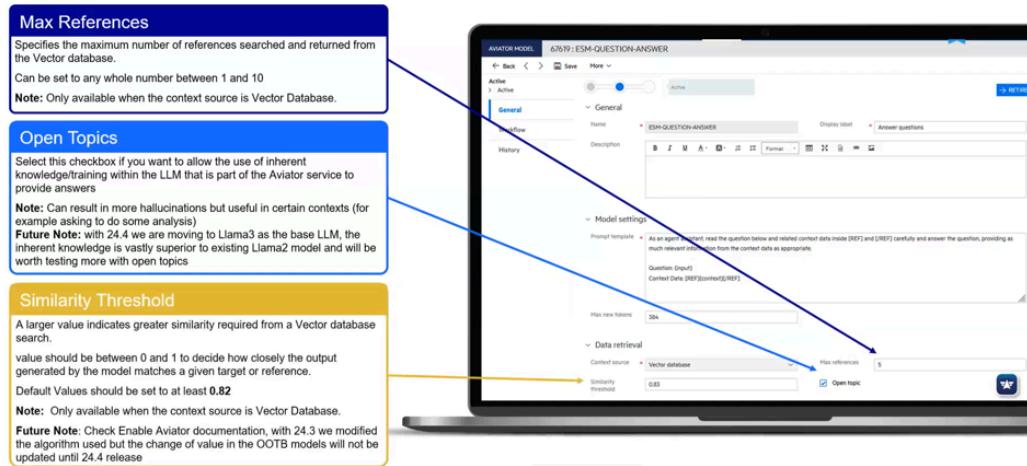
A larger value indicates greater similarity required from a Vector database search.

Value should be between **0 and 1** to decide how closely the output generated by the model matches a given target or reference.

Default Value: Should be set to at least **0.82**

Note: Only available when the context source is Vector Database.

What Are Aviator Models?



What are Aviator Business Rules?

A new business rule type was added in 24.3 to call the Aviator service and populate the results into a field on a record entity.

What can it do?

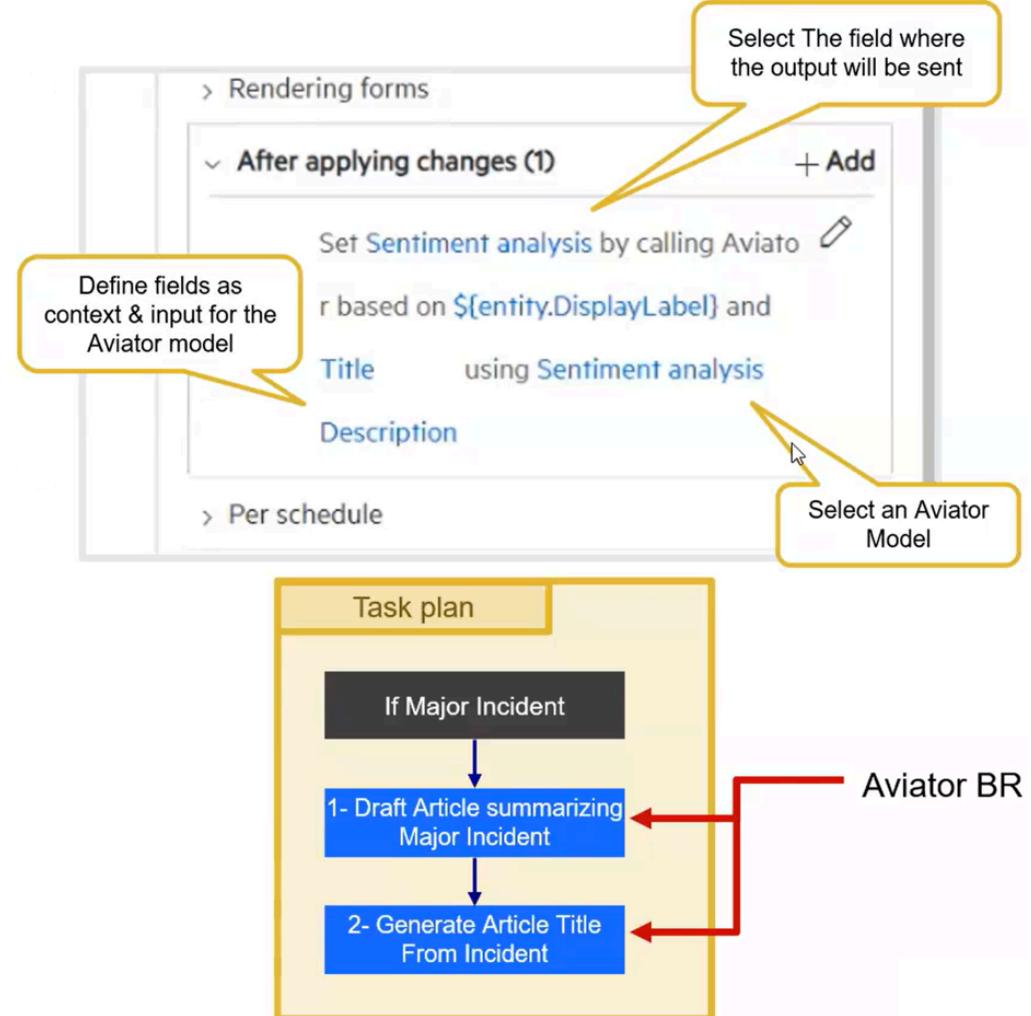
- The new business rule is available in:
 - “After applying Changes” section within a record entities workflow
 - A Task plan
- Works with Custom Actions
- Example use cases include Ticket Creation, Risk analysis, Improve quality of Communication, sentiment analysis, automated ticket updates, etc.
- Unlike direct user interaction through chat, these queries are typically one-shot queries and not a conversation.

What can it not do right now?

- Search across multiple tickets (roadmap)

Good to know before you fly:

- Consider this like “Studio Apps” — lots of creative use case potential



1. Sentiment Analysis

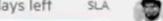
AI-enriched workflow examples

Aviator workflow business rules can automatically detect sentiment for any new case.

Changes in sentiment are automatically detected and flagged as the end user posts new comments.

Sentiment can be used for prioritization, reporting, or further workflow drivers.

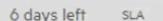
For example, detection of a shift of sentiment from Neutral to Negative triggers the escalation of a ticket, can affect its assignment, or issue a proactive notification to the user.

<input type="checkbox"/> Id	Title	Priorit	Sentiment analysis	SLT.Next target	Req
<input type="checkbox"/>	29801 Is it possible to login to the ...	Low	Neutral	6 days left	 SLA
<input type="checkbox"/>	29799 Request sharepoint support	Low	Neutral	5 days left	 SLA
<input type="checkbox"/>	29797 Request SharePoint support	Low	Neutral	5 days left	 SLA
<input type="checkbox"/>	29793 when I log in sharepoint , it s...	Low	Negative	5 days left	 SLA

User comment



David Baron
I really need connectivity and am frustrated that I have not been given an answer about this!
a few seconds ago

<input type="checkbox"/> Id	Title	Priorit	Sentiment analysis	SLT.Next target	Req
<input checked="" type="checkbox"/>	29801 Is it possible to login to the ...	Low	Negative	6 days left	 SLA

opentext | Service Portal CE 24.2

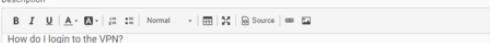
Search  Aviator  Your approvals 

David Baron

News
No relevant news found

Questions
No relevant questions found

New request

Description * 
How do I login to the VPN?



opentext | Service Management CE 24.2 Service Request Management Requests Live Support David Baron

No views defined yet 

Active: Yes  Today 

New Details Refresh Columns More >

<input checked="" type="checkbox"/> Id	Title	Sentiment analysis	Priority	SLT.Next target time	Requested for	Chat status	Assignment
30760	How do I login to the VPN?	Sentiment: Neutral	Low	David Baron			

SUPPORT REQUEST

30760: How do I login to the VPN?    

Classification > Classify  

Request details

Description How do I login to the VPN?

Impact Single user

Service

Urgency This issue disrupts my work

Current assignment Unassigned

Service desk group

opentext | Service Portal CE 24.2

Completion code

Preferred contact method

Email

Interactions (0)

 I am frustrated that this has not been fixed already. I am no able to get my work done on time!

Add

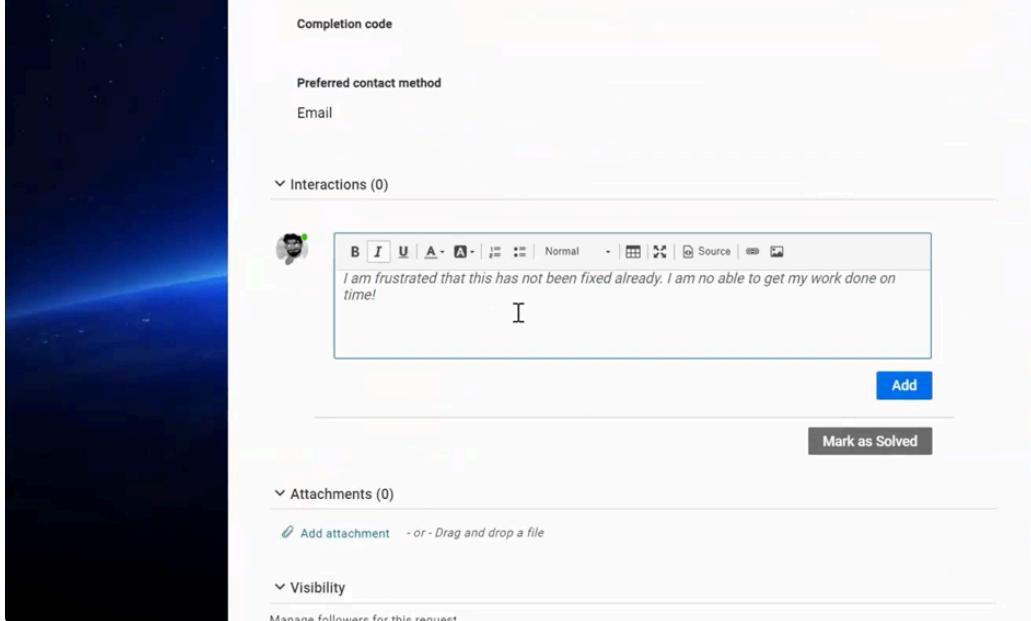
Mark as Solved

Attachments (0)

Add attachment - or - Drag and drop a file

Visibility

Manage followers for this request



opentext | Service Management CE 24.2 Service Request Management Requests Live Support

No views defined yet | Edit views

Active : Yes | Created time : Today | Clear all

Id	Title	Sentiment analysis	Phase Id	Priority	SLT/Next target	Requested for	Chat stats	Assignment group	Current assignee	Days left
30760	How do I login to the VPN?	Sentiment: Negative	Escalate	Low	6 days left	David Baron	None	Service Desk M...	Service...	Day

SUPPORT REQUEST

30760: How do I login to the VPN?

Save Discard Edit Live support

Classification > Classify FIRST LINE SUPPORT

Request details

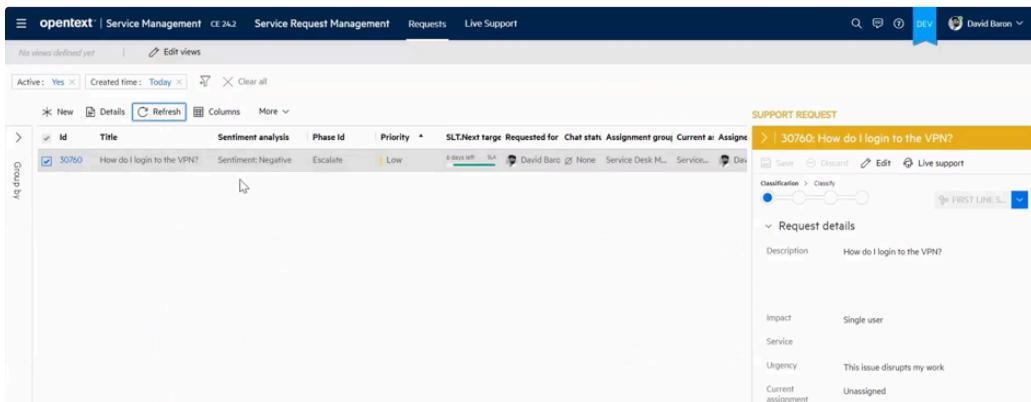
Description: How do I login to the VPN?

Impact: Single user

Service:

Urgency: This issue disrupts my work

Current assignment: Unassigned



1. Create Sentiment Analysis Aviator Model

1. Create Sentiment Analysis Aviator Model

opentext | Service Management CE 24.3 AI Settings Aviator Models Virtual Agent Smart Analytics Configurations

AVIATOR MODEL 74029 : DEMO-SENTIMENT-ANALYSIS

Active | Active | Save | More | RETIRE

General

Name: DEMO-SENTIMENT-ANALYSIS

Description: Sentiment analysis

Model settings

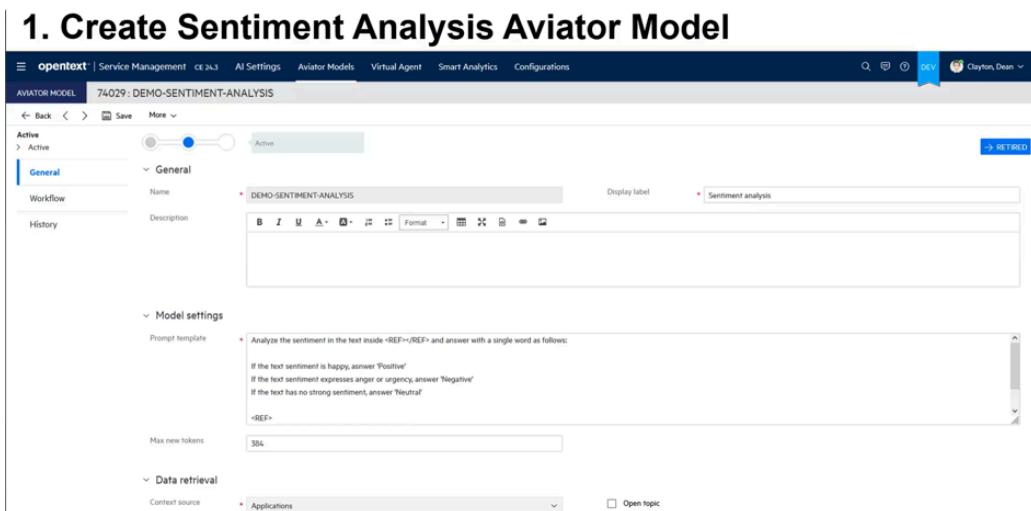
Prompt template

Analyze the sentiment in the text inside <REF>/<REF> and answer with a single word as follows:
 If the text sentiment is happy, answer 'Positive'
 If the text sentiment expresses anger or urgency, answer 'Negative'
 If the text has no strong sentiment, answer 'Neutral'
 <REF>

Max new tokens: 354

Data retrieval

Context source: Applications | Open topic



2. Create Sentiment analysis field on Request

2. Create Sentiment analysis field on Request

The screenshot shows the 'Fields' tab in the 'Request' section of the opentext Service Management Studio. A new field named 'SentimentAnalysis_c' has been created, highlighted in grey. The 'Multilingual label' is 'Sentiment analysis', 'Logical type' is 'SMALL_TEXT', and it is marked as 'Required'. On the right, the 'Display properties' for 'SentimentAnalysis_c' are shown, including its name, domain (saw), system status, multilingual label (Sentiment analysis), logical type (SMALL_TEXT), and tooltip (Sentiment analysis).

3. Add new Aviator Business Rule to set Sentiment Anaysis

3. Add new Aviator Business Rule to set Sentiment analysis

The screenshot shows the 'Rules' tab in the 'Request' section of the opentext Service Management Studio. A new rule named 'After applying changes (25)' has been created, highlighted in yellow. The rule description is 'Set Aviator Notification by calling Aviator based on [Identity.ResponsibilityPerson.FirstInitial] and Title using Escalation Notification'. The rule details are as follows:

- Title:** Set Aviator Notification by calling Aviator based on [Identity.ResponsibilityPerson.FirstInitial] and Title using Escalation Notification
- Description:** Description
- Comments:** Comments
- OK** button
- Cancel** button

4. Add new Business Rule for escalation

4. Add new Business Rule for escalation

The screenshot shows the OpenText Service Management interface. In the top navigation bar, there are links for 'Request', 'Fields', 'Forms', 'Processes and Rules' (which is currently selected), 'Notifications', 'Approval definitions', 'Import data', 'Custom actions', 'SLT settings', and 'Global search'. Below the navigation, there are buttons for 'Save' and 'Show rule descriptions'. The main area is divided into two sections: 'Request' on the left and 'Rules' on the right.

Request (214)

- + cart (8)
- HR Case (32)
- + Service (25)
- + Support (41)

Rules (214)

After change (89)

```
If ${entity.StartDate != null && entity.RequestsOffering != null && entity.RequestsOffering.ProviderType == 'DND'}  
Validate ${entity.StartDate <= (now() + (1000 * 60 * 60 * 24 * 90))} and display [request_workflow_business_rules_descriptions_messagesRequest.fieldV  
Validates that the end date is later than the start date.  
Subscription  
If ${entity.StartDate != null && entity.EndDate != null && entity.RequestType != 'CartRequest'}  
Validate ${entity.EndDate > entity.StartDate} and display Request End date should be later than Start date, in case of a failure  
Require start date if the action type is Create subscription.  
Subscription  
If ${entity.SubscriptionActionType == 'Create'}  
Define Start date as mandatory  
AVIATOR: When Sentiment is negative, escalate the request and assign to escalation team  
If ${entity.SentimentAnalysis_cl == null && indexOf(entity.SentimentAnalysis_c,'Negative') >= 0 && entity.ServiceDeskGroup == null}  
Set ServiceDeskGroup: 10949  
CurrentAssignment: ServiceDesk  
AVIATOR: When Sentiment is negative, escalate the request and assign to escalation team  
If ${entity.SentimentAnalysis_cl == null && indexOf(entity.SentimentAnalysis_c,'Negative') >= 0}  
Set Phased: Escalate  
OwnedByPerson: 21814
```

A yellow box highlights the last two rules, which are triggered when the sentiment analysis indicates a negative sentiment and the request is being escalated.

2. Knowledge creation

Aviator can automatically create new Knowledge Management articles, sourcing information from resolved Incidents marked as Knowledge Candidates.

The agent can further refine the content of the AI-generated draft content and publish the article for general consumption.

The screenshot shows the OpenText Service Management interface. At the top, there's a navigation bar with 'opentext Service Management CE 24.2', 'Incident Management', 'Home', 'Incidents', 'Templates', 'Models', and user 'David Baron'. Below the navigation is a main content area for an incident titled '28044'.

General tab (selected):

- Workflow:** Title: * Users are having Login Issues
- Description:** Description: *

Users are unable to login to VPN
- Related records:** Related knowledge: 1
- Related knowledge candidate:** Problem candidate (unchecked)
- Solution:** Solution:

The issue is caused by using the old VPN software. Users should uninstall Pulse and use the new Cisco Connect VPN application.

Resolution tab:

- Knowledge candidate:** Checked

Self-service portal preview window:

"TROUBLESHOOT VPN LOGIN ISSUES WITH THESE STEPS."

Problem: Users are experiencing difficulty logging into their VPN due to outdated software.

Solution: The issue can be resolved by uninstalling the previous VPN software, Pulse, and installing the latest version of the Cisco Connect VPN application. This will ensure that users have access to the most up-to-date security features and improved performance. To proceed with this solution, follow these steps:

1. Uninstall Pulse by going to your computer's "Control Panel" and selecting "Uninstall a program."
2. Download and install the latest version of Cisco Connect VPN from the official website.
3. Once installed, launch the application and log in with your existing credentials. If you encounter any issues during the installation process, refer to the troubleshooting section below.

Troubleshooting:

If you experience any technical difficulties while following these instructions, please consult the troubleshooting section below.

- Error message: "Invalid username or password"

The screenshot shows the OpenText Service Management interface. At the top, there's a navigation bar with 'opentext Service Management CE 24.2', 'Incident Management', 'Home', 'Incidents', 'Templates', 'Models', and user 'David Baron'.

New Incident page (for incident '30773: Users are having login issues'):

Incident details:

- Title:** * Users are having login issues
- Description:** *

Users are unable to login to the VPN
- Impact:** Single user
- Urgency:** Slight disruption
- Reported by:** David Baron
- Current assignment:** Select an item
- Service desk group:** Data Center-Service Desk
- Expert group:** Select an item
- Contact:** Select an item
- Service:** Domain - EMEA
- Category:** Access (Accounts & Passwords)
- Incident model:** Major Incident
- Owner:** Select an item
- Expert assignee:** Select an item
- Preferred contact method:** Select an item

Resolution:

- Attachments: +Add attachment

Validation page (for incident '30773: Users are having login issues'):

Review:

- Validation status: Pending review
- Comments: Verify that the solution resolves the incident. Complete any remaining tasks, set a completion code and close the incident.

Related knowledge: 1

ID	Display Label	Phase Id	Importance	Subtype	Active	
30780	Article	*Troubleshoot VPN login issues with these...	Creation - Draft	Normal	Article	<input type="checkbox"/>

The screenshot shows the OpenText Content Management interface. At the top, there's a navigation bar with links for Service Management, CE 24.2, Knowledge Management, Articles, News, Models, Q&A, and Hot Topic Analytics. Below the navigation is a toolbar with Back, Save, Send by email, Comments, Start discussion, Preview, and Review buttons. The main area is titled 'ARTICLE' and shows a draft article with the ID 30789. The article title is 'Troubleshoot VPN login issues with these steps.' The content area contains a rich text editor with a toolbar and a text box containing troubleshooting steps for a VPN issue. On the left, a sidebar shows a workflow diagram with three states: Creation, Draft, and Pending review. Below the sidebar are sections for General, Workflow, Task plan, Approvals, Related knowledge, Discussions, and History. A 'Details' section at the bottom includes a description field with its own rich text editor.

How was it built?

Knowledge creation

1. Create Knowledge Content Aviator Model

The screenshot shows the OpenText Aviator Model interface. At the top, there's a navigation bar with links for Service Management, CE 24.2, AI Settings, Aviator Models, Virtual Agent, Smart Analytics, and Configurations. Below the navigation is a toolbar with Back, Save, More, and a Retire button. The main area is titled 'AVIATOR MODEL' and shows a model named 'DEMO-GEN-HOW-TO'. The model has an 'Active' status. The interface includes sections for General, Model settings, and Data retrieval. In the General section, there's a 'Name' field with 'DEMO-GEN-HOW-TO' and a 'Display label' field with 'Generate How-to article'. In the Model settings section, there's a prompt template: 'Generate knowledge article body with a guide for users to resolve a problem using content in <REF>/</REF> tag: <REF> (context) </REF>'. The Data retrieval section shows 'Context source' set to 'Applications' and an 'Open topic' checkbox.

2. Create Knowledge Article Title Aviator Model

2. Create Knowledge Article Title Aviator Model

The screenshot shows the 'AVIATOR MODEL' section with the model name '74030 : DEMO-GEN-TITLE'. Under the 'General' tab, there's a rich text editor for the title 'DEMO-GEN-TITLE'. Below it is a prompt template: 'Use the content in the <REF>/<REF> tag as your knowledge: <REF> (context) <REF>. Generate how-to-style brief description of Article in 20 words without quotation.' A yellow callout box points to the 'Max new tokens' input field, which is currently set to 384, with the text 'Recommendation: Set Max New Tokens to lower value to align with preferred output length'.

3. Create Draft field on Article

3. Create Draft field on Article

The screenshot shows the 'Article' entity's 'Fields' tab. A new field 'AviatorDraftNew_c' is being created with the following properties: Name: 'AviatorDraftNew_c', Multilingual label: 'Aviator Draft new', Logical type: 'MEDIUM_TEXT', and Required: checked. The 'Display properties' panel on the right shows the field's configuration: Name: 'AviatorDraftNew_c', Domain: 'saw', System: checked, Multilingual label: 'Aviator Draft new', Logical type: 'MEDIUM_TEXT', and Required: checked.

4. Create New Aviator Draft phase on Article

4. Create New Aviator Draft phase on Article

The screenshot shows the 'Article' entity's 'Workflow' tab. A new phase 'Aviator Draft' is being created and is highlighted with a yellow box. The workflow diagram shows states: Start, Draft, Review, Publish, Internal, External, Archived, and Retired. Transitions include 'Start' to 'Draft', 'Draft' to 'Review', 'Review' to 'Publish', 'Publish' to 'Internal', 'Internal' to 'External', 'External' to 'Archived', and 'External' to 'Retired'. The 'Properties' panel on the right shows the phase's configuration: Name: 'Aviator Draft', State: 'Draft', and State: 'Aviator Draft'.

5. Create Aviator Business Rule for Article Content

5. Create Aviator Business Rule for Article Content

The screenshot shows the OpenText Service Management interface. On the left, there's a sidebar with 'Article' selected. The main area shows a 'Rules (13)' section under 'After applying changes (6)'. A specific rule is highlighted with a yellow box:

```
If ${!entity.PhaseId == 'AviatorDraft_c'} && current_update.Content.isChanged ()  
Set Title by calling Aviator based on ${!entity.Title} and Title  
using Generate article title  
Aviator Draft new
```

Below this, another part of the rule is visible:

```
AVIATOR - Generate Content for the Article if moved to Aviator Draft phase  
If ${!entity.PhaseId == 'AviatorDraft_c'} && ${!entity.Content != null} && ${!entity.Content.isChanged () == 'AVIATOR'}  
Call Integration Studio integration MyAviator and scenario MyAviatorScenario and pass these optional properties input: ${!entity.Title}  
authorModel: DEMO-GCN-HOW TO  
targetField: Content
```

6. Create Aviator Business Rule for Article Title

The screenshot shows the OpenText Service Management interface. On the left, there's a sidebar with 'Article' selected. The main area shows a 'Rules (13)' section under 'After applying changes (6)'. A specific rule is highlighted with a yellow box:

```
If ${!entity.PhaseId == 'AviatorDraft_c'} && current_update.Content.isChanged ()  
Set Title by calling Aviator based on ${!entity.Title} and Title  
using Generate article title  
Aviator Draft new
```

Below this, another part of the rule is visible:

```
AVIATOR - Generate Content for the Article if moved to Aviator Draft phase  
If ${!entity.PhaseId == 'AviatorDraft_c'} && ${!entity.Content != null} && ${!entity.Content.isChanged () == 'AVIATOR'}  
Call Integration Studio integration MyAviator and scenario MyAviatorScenario and pass these optional properties input: ${!entity.Title}  
authorModel: DEMO-GCN-HOW TO  
targetField: Content
```

7. Add new Business Rule to create an Article from an Incident

7. Add new Business Rule to create Article from Incident

The screenshot shows the OpenText Service Management interface. On the left, there's a sidebar with 'Incident' selected. The main area shows a 'Rules (107)' section under 'After applying changes (64)'. A specific rule is highlighted with a yellow box:

```
AVIATOR - Generate a solution based on the incident's Title, Description, and Comments.  
If ${!entity.CustomerName != 'Reseller'} && ${!entity.current_update.KnowledgeCandidateCount > 0}&& ${!entity.current_update.KnowledgeCandidate.isChanged () == true}  
Create new related record with relationship Article Based on Incident and PhaseId: AviatorDraft_c  
Content: AVIATOR
```

A modal window is open on the right, showing the creation of a new 'Article' record:

Phase Id	Aviator Draft
Aviator Draft New	Automatic: Description: 'Avi_123'
Content	Normal AVIATOR
Title	Incident: \${!entity.DisplayLabel}
Subtype	Article

3. Change Risk Analysis

AI-enriched workflow examples

Change risk analysis

Aviator generates a detailed **Change Risk Analysis** report based on numerous configurable criteria, such as:

- Description
 - Affected service
 - Planned downtime duration
 - Urgency
 - Impact scope
 - Etc.

In addition, the change is assigned an **AI Risk Score** that can drive workflow, notifications, and additional approvals.

Introduction:
The planned change involves applying patch 10.45 to the Oracle database used by several enterprise applications. This patch addresses a critical defect that causes certain transactions to be lost under heavy system loads. As an AI language model, I will conduct a comprehensive risk assessment to identify potential risks associated with this change.

Risk Assessment:

1. Data Loss:

- High-Impact Risk: The patch fix resolves the issue of data loss due to transactions being lost during periods of high system load. However, if the patch is not applied correctly, there is a significant risk of data loss, which could result in financial losses, reputational damage, and legal liabilities.
- Moderate-Impact Risk: If the patch is installed incorrectly, it may cause additional issues such as inconsistent data, corrupted files, or even complete database failure. These problems can lead to extended downtime, increased maintenance costs, and decreased productivity.
- Low-Impact Risk: In rare cases, the patch might introduce new bugs or compatibility issues with existing software, leading to minor disruptions or errors. While these issues are unlikely to have severe consequences, they should still be addressed.

2. System Compatibility Issues:

- High-Impact Risk: The patch may interact poorly with other software components, causing significantly impact business operations, resulting in costly repairs, prolonged downtime, and potential legal issues.
- Moderate-Impact Risk: Even if the patch does not directly affect system stability, it may reduce performance or increase the likelihood of unintended consequences. For example, incorrect configuration changes could lead to performance degradation.

Conclusion:
Based on the above risk assessment, the following actions are recommended to minimize the identified risks:

- Conduct thorough testing before deploying the patch to ensure its correct installation and functionality.
- Develop a contingency plan to address potential data loss or system compatibility issues, including failover procedures and fallback plans.
- Provide training and support to IT staff responsible for implementing the patch to ensure they are prepared to handle any unexpected issues that arise.

By taking proactive measures to mitigate these risks, the organization can successfully implement the planned change without impacting critical systems or data.

> | 27994: Apply Oracle patch

Save Discard Edit

Classification > Evaluate

→ PLAN ▾

Change General Overview

Title	Apply Oracle patch
AI Risk Score	Risk Score: 3
Service	Payroll
Category	Access (Accounts & Passwords) \ Accounts & Identity \ Application access
Subtype	
Change model	Oracle UpgradeNormal This model should be used for Oracle Upgrade changes
Description	We need to apply patch 10.45 to the Oracle

opentext | Service Management CE 34.2 Change Management Changes Calendar Analytics Templates Models

30791 Save Save & close Risk Analysis

Schedule	Description	Normal
Upgrade the Symantec Antivirus Client on SHAREPIF748 host		
Plan and execute		
Targets		
Involved CIs	Reason for Change	Business requirement
Related records	Justification	Need to do ASAP for security compliance
Approvals		
Related knowledge		
Discussions	Reported by	David Baron
History	Risk Analysis	Normal
AI Risk Score		
Classification Priority: High		
Owning group: Select an item...		

opentext | Service Management CE 24.2 Change Management Changes Calendar Analytics Templates Models

30791 Save Save & close Risk Analysis

Schedule	Description	Normal
Upgrade the Symantec Antivirus Client on SHAREPIF748 host		
Plan and execute		
Targets		
Involved CIs	Reason for Change	Business requirement
Related records	Justification	Need to do ASAP for security compliance
Approvals		
Related knowledge		
Discussions	Reported by	David Baron
History	Risk Analysis	The upgrade 3. Compliance issues: Depending on the industry or regulatory requirements, non-compliance can result in legal consequences. Ensure that the new antivirus software meets the relevant compliance standards to avoid any potential issues. Technical Risks: 1. Incompatibility: If the new antivirus software is not compatible with existing systems or configurations, it may cause technical difficulties during the upgrade process. Test the compatibility of the new software thoroughly before proceeding. Recommendations: To mitigate the identified risks, I recommend the following: 1. Conduct thorough testing of the new antivirus software to ensure compatibility with existing systems and configurations. 2. Implement multi-factor authentication and password protection to prevent unauthorized access to the system during the upgrade process. 3. Backup critical data before initiating the upgrade to minimize the risk of data loss.
AI Risk Score		

How was it built?

1. Create Risk Analysis Aviator Model

opentext | Service Management CE 24.3 Aviator Models Virtual Agent Smart Analytics Configurations

AVIATOR MODEL 74031: RiskAnalysis

Active	Active	Save More	Retire
General Name: RiskAnalysis Description: Change Risk Analysis			
Prompt template Analyze the text inside <REF>/</REF> and provide detailed risk analysis for the planned IT Change. <REF> {context} {output} </REF>			
Model settings Max new tokens: 384			
Data retrieval Context source: Applications Open topic			

2 Create Risk Score Aviator Model

2. Create Risk Score Aviator Model

Analyze the text inside <REF></REF> and provide a single numerical risk score and nothing else using the following risk score criteria:
Answer 0 if the is no risk
Answer 1 if the risk is low
Answer 2 if the risk is moderate
Answer 3 if the risk is high
Answer 4 if the risk is very high
<REF>
{context}
{input}
</REF>
Provide only the risk score number and no other text in your answer.

3. Create Risk Score field on Change

3. Create Risk Score field on Change

Logical type * **SMALL_TEXT**

4. Create Risk Analysis field on Change

4. Create Risk Analysis field on Change

Logical type * **RICH_TEXT**

5. Create Risk Analysis Custom Action

5. Create Risk Analysis Custom Action

The screenshot shows the 'Custom actions' section of the OpenText Service Management interface. A new custom action named 'Risk Analysis' has been created and is highlighted. The action details are as follows:

- Name:** RiskAnalysis
- Display name:** Risk Analysis
- URL:** RiskAnalysis
- Icon:** icon-warning-sign
- Position in record page:** Show as primary
- Group in record page:** Choose a group...
- Position in grid page:** Show as primary
- Group in grid page:** Choose a group...

6. Create Aviator Business Rule to set Risk Analysis

The screenshot shows the 'Rules (116)' section under the 'Change' category. An 'After applying changes' rule is selected, which contains the following logic:

```

if $entity.CustomActionName == "RiskAnalysis" && current_update.CustomActionCount != changed
    Set Risk analysis by calling Aviator based on
    $concatService.affected.entity.AffectsActualService, 'Change Urgency', entity.Urgency, 'Impact Scope', entity.ImpactScope, 'Service Downtime Duration', entity.ScheduledDowntimeDuration() and Description using Change Risk Analysis

```

7. Create Aviator Business rule to set Risk Score

The screenshot shows the 'Rules (116)' section under the 'Change' category. An 'After applying changes' rule is selected, which contains the following logic:

```

if $entity.CustomActionName == "RiskAnalysis" && current_update.CustomActionCount != changed
    Set Risk score by calling Aviator based on
    $concatService.affected.entity.AffectsActualService, 'Change Urgency', entity.Urgency, 'Impact Scope', entity.ImpactScope, 'Service Downtime Duration', entity.ScheduledDowntimeDuration() and Description using Change Risk Analysis

```

Below this, another rule is shown:

```

if $entity.CustomActionName == "RiskAnalysis" && current_update.CustomActionCount != changed
    Set AI risk score by calling Aviator based on
    $concatService.affected.entity.AffectsActualService, 'Change Urgency', entity.Urgency, 'Impact Scope', entity.ImpactScope, 'Service Downtime Duration', entity.ScheduledDowntimeDuration() and Description using Change Risk Analysis

```

OpenText Service Management AI Use Cases & Capabilities

Aviator End User Assistant

- Universal Enterprise Knowledge
- Public Knowledge Discovery
- Real time knowledge

- Automated Assistance

Aviator Agent Copilot

- Global assistance
- Case summarization
- Troubleshooting assistance
- Suggested Solutions for tickets & events
- Sentiment Analysis 24.3
- Automatic Escalation 24.3
- Knowledge creation 24.3
- Change risk analysis 24.3

Smart Communications

- Aviator Assisted email generation 24.3
- Automated solution smart-email
- Live on-the-fly translation

Smart Ticketing

- Smart image processing and OCR
- Auto classification and assignment
- Smart CI Detection
- Proactive solution matching
- Smart assignment suggestions

Expert Matching

- Expert recommendation
- Expert assignment

Smart Data Analytics

- Hot Topic Clustering:
 - Value driven Knowledge Mgmt.
 - Catalog and Automation Mgmt.
 - Proactive Problem Mgmt.
 - End User Survey Analytics
- Change Analytics
- Change Risk & Success Analysis

AI Studio Configurability

- Aviator Models
- Aviator Workflow Business Rules 24.3
- Aviator Custom Actions 24.3
- AI Powered Integration Flows