

Customer Service and Support

Gen AI In Managed Services



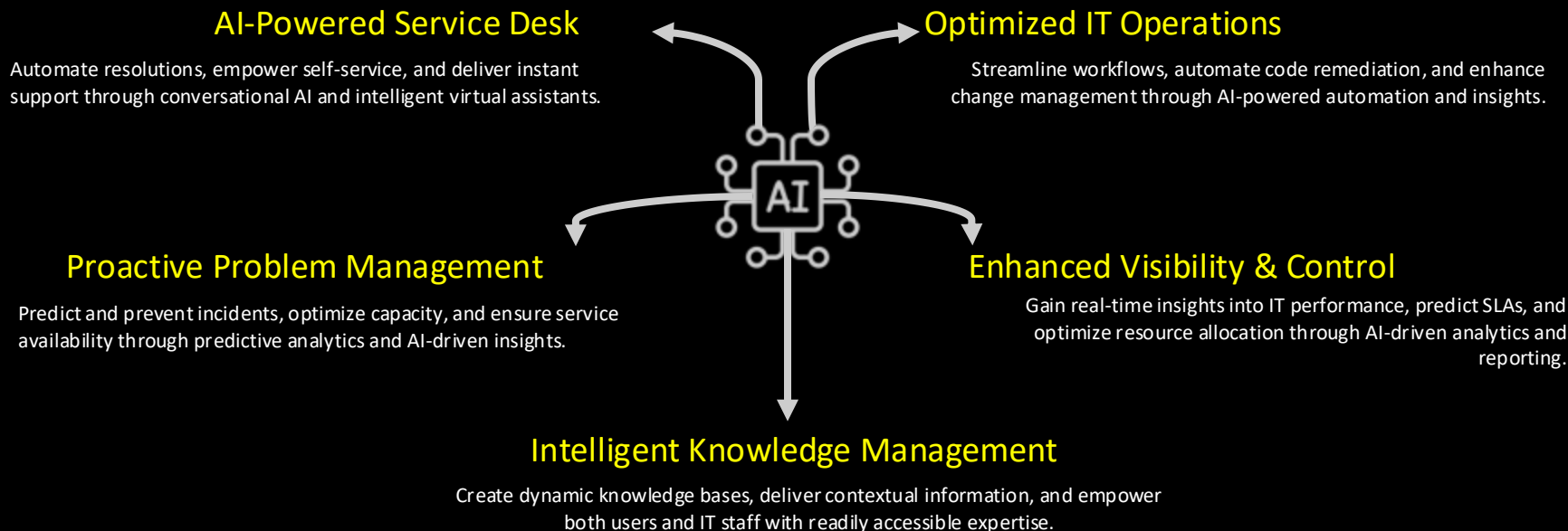
Benefits of using Generative AI tools in managed services:

- ✓ Reduced number of support tickets flowing to support teams
- ✓ Improved agent productivity & reduced average handling time
- ✓ Insights for business process optimization
- ✓ Improved user experience through self service

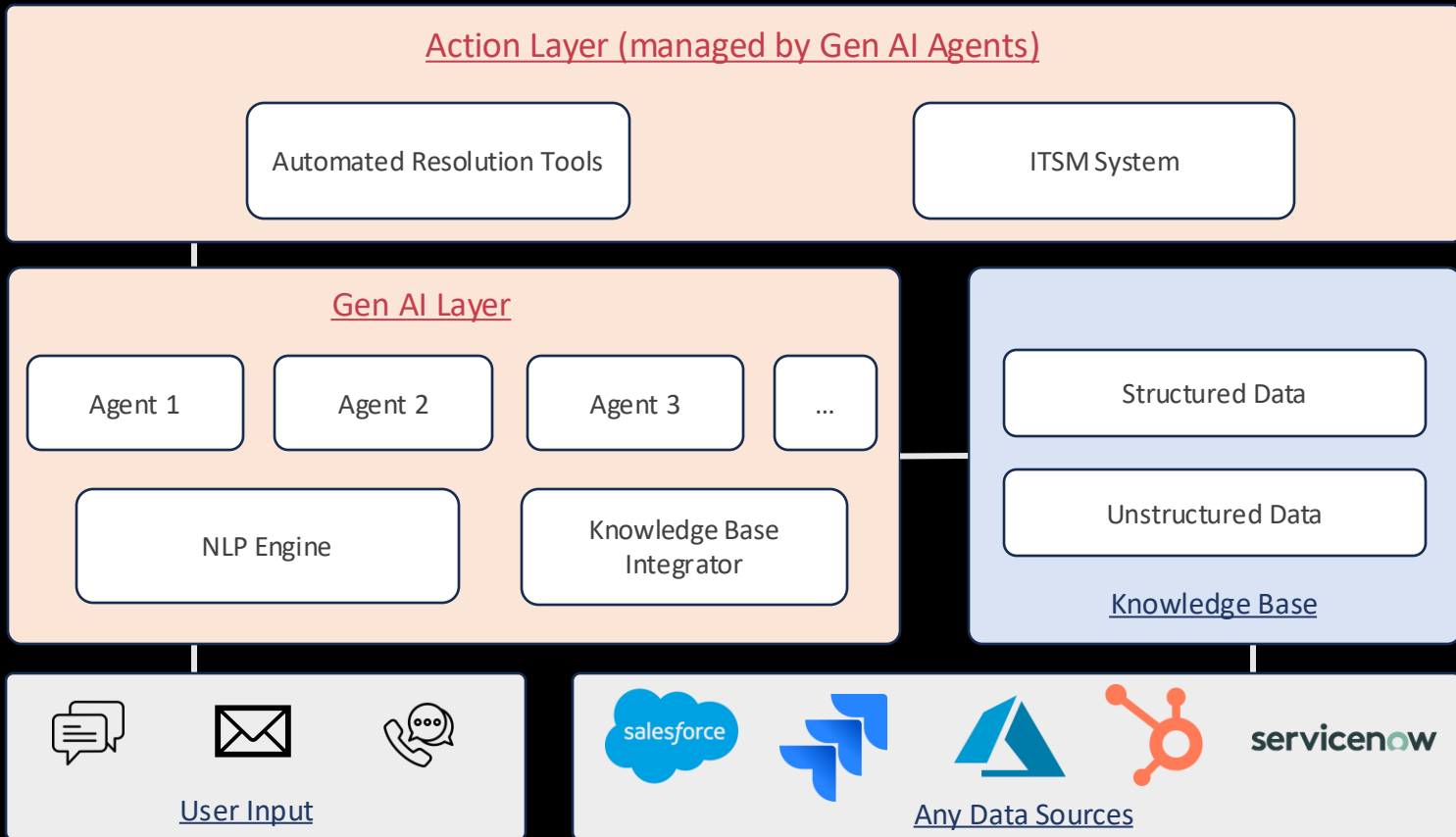
Solution Overview



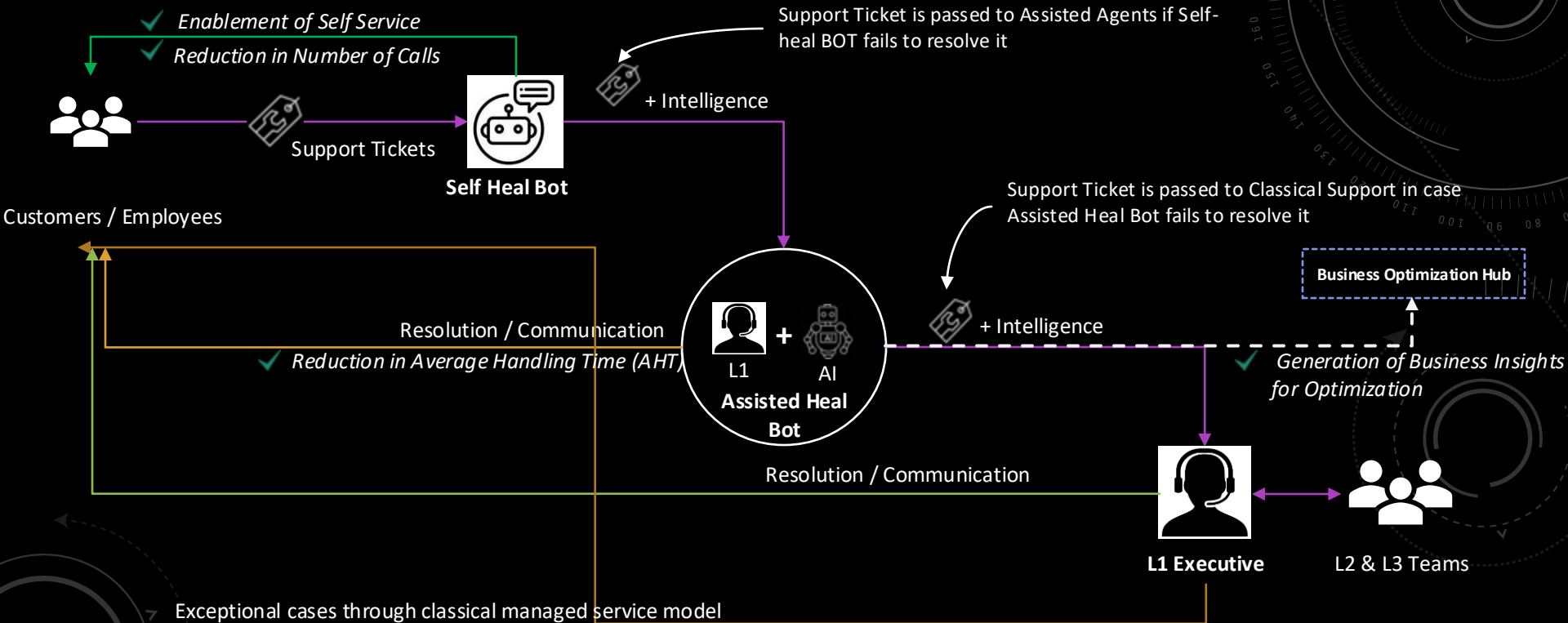
The proposed solution implements a GenAI engine powered by agents as the core of an automated IT support system.



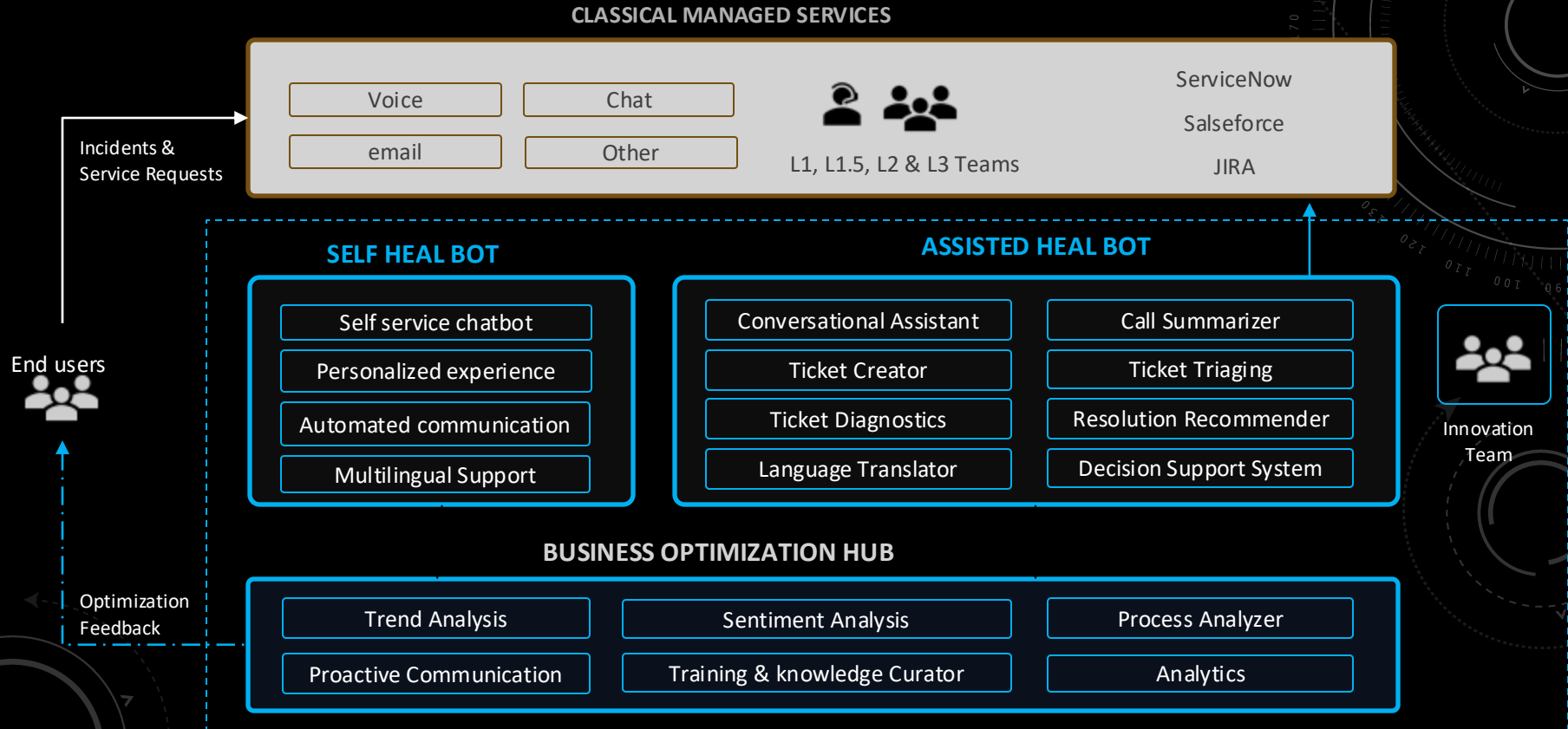
Layered Architecture



TECHNOLOGY-FIRST APPROACH



Autonomous Support Solution



Tools and Technologies

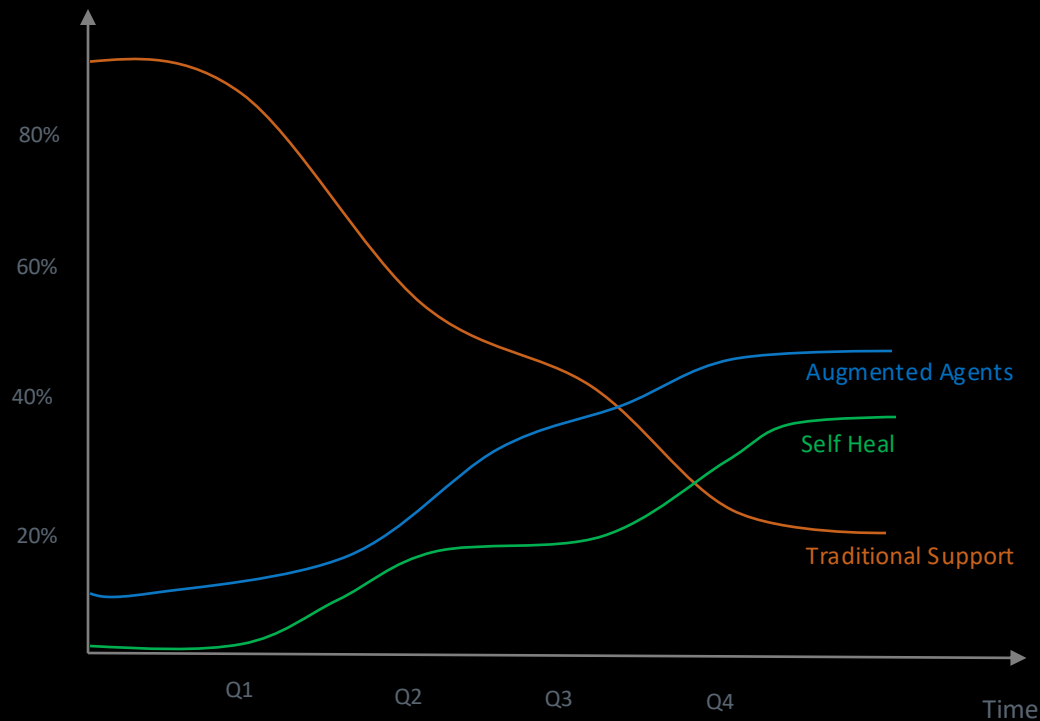


GenAI Tools	OpenAI GPT models or similar LLMs fine-tuned for IT support Custom NLP pipelines for intent recognition
ServiceNow, Jira Service Management, or Zendesk	
ITSM Platforms	
Integration Tools	RPA (Robotic Process Automation) tools like UiPath or Automation Anywhere API-based integration for knowledge base and ITSM systems
Cloud providers like AWS, Azure, or GCP for scalability and reliability	
Security Framework	
Cloud Infrastructure	End-to-end encryption for customer data Role-based access control (RBAC) for sensitive information

Improved Efficiency using Gen AI Agents



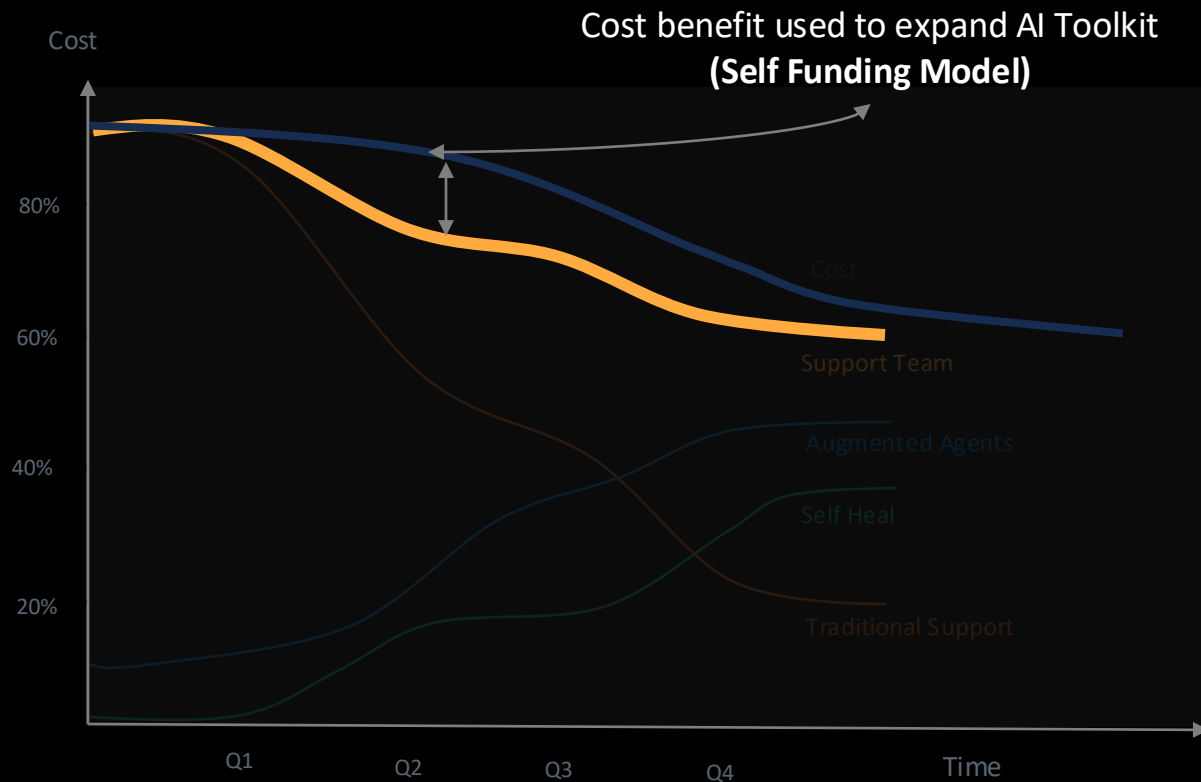
Ticket Volume Managed By Different Layers



Indicative Projection

- Number of incidents managed by various layers
- Expected reduction in size of support team
- Reduction in cost of services

Indicative Projection of Cost



**Indicative Projection on
reduction of cost**

Implementation Plan



Phase 1

Requirement Gathering & Customization Planning

- **Understand Customer Needs:** Identify specific use cases, workflows, and integration points (e.g., ITSM, CRM, collaboration tools).
- **Define Customization Scope** – Determine branding needs, chatbot responses, and automation rules.
- **Assess Security & Compliance** – Ensure alignment with data policies (e.g., GDPR, SOC 2, ISO 27001).
- **Finalize Deployment Plan** – Outline key milestones and success metrics.

Phase 2

Configuration & Integration

- **Deploy AI Virtual Assistants & Chatbots** – Configure conversational flows for IT support.
- **Integrate with ITSM & Enterprise Systems** – Connect to platforms like ServiceNow, Jira, Salesforce, and monitoring tools.
- **Customize Knowledge Base & AI Responses** – Import customer-specific FAQs, troubleshooting guides, and workflows.
- **Set Up Automation Rules** – Enable self-service actions (e.g., password resets, ticket categorization, proactive alerts).

Phase 3

Pilot Development

- **Limited Rollout to Pilot Users** – Deploy AI-driven IT support for a controlled group (e.g., 10-20% of end users).
- **User Training & Adoption** – Educate IT teams & employees on AI capabilities, escalation paths, and self-service options.
- **Performance Monitoring & Fine-Tuning** – Track real-time metrics (response accuracy, resolution rate, escalation trends).
- **Gather Feedback & Optimize** – Adjust NLP responses, automation flows, and knowledge base based on **user experience**.

Phase 4

Scaling for Production and Roll-Out

- **Enterprise-Wide Rollout:** Extend AI-powered IT support across all users, regions, and departments.
- **Live Performance Monitoring** – Track KPIs, SLA compliance, and agent workload reduction.
- **Continuous Learning & Improvement** – AI refines responses, updates knowledge base, and optimizes workflows over time.
- **Ongoing Support & Enhancements** – Provide regular updates, analytics-driven improvements, and proactive issue resolution.



Thank You

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