



myWizard® AiOps

ATR

Automatic Ticket Resolver

Version 4.2



Contents

- 01** What is ATR?
- 02** Architecture & Layout
- 03** Deployments
- 04** Market Comparisons
- 05** Support Model
- 06** Success Stories
- 07** Contact Us



01

What is ATR?

What is ATR?

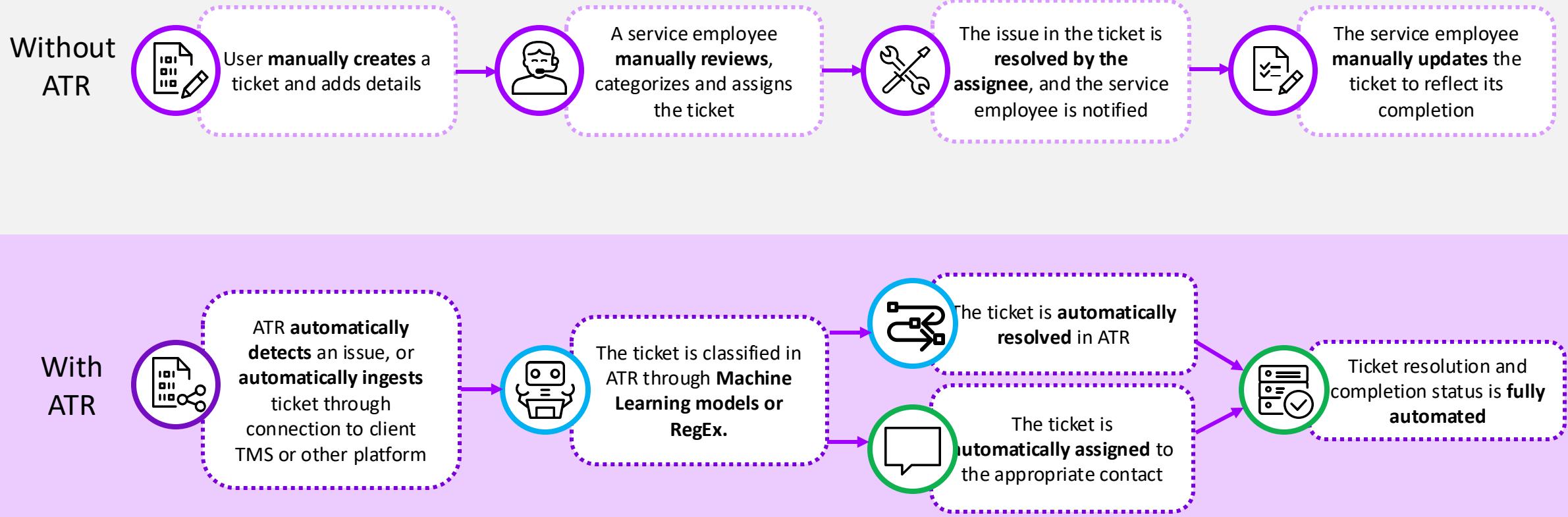
The **Automatic Ticket Resolver (ATR)** serves as an **intelligent automation platform** that utilizes **machine learning** to provide our clients **complete and holistic automation** across tickets, events, and tasks for an application and infrastructure portfolio.

ATR includes multiple **patented innovations** which are part of the myWizard portfolio. These include harvesting knowledge on and **digitizing business processes**, providing **guided ticket resolution** and machine-learning-based classification and triaging of tickets.

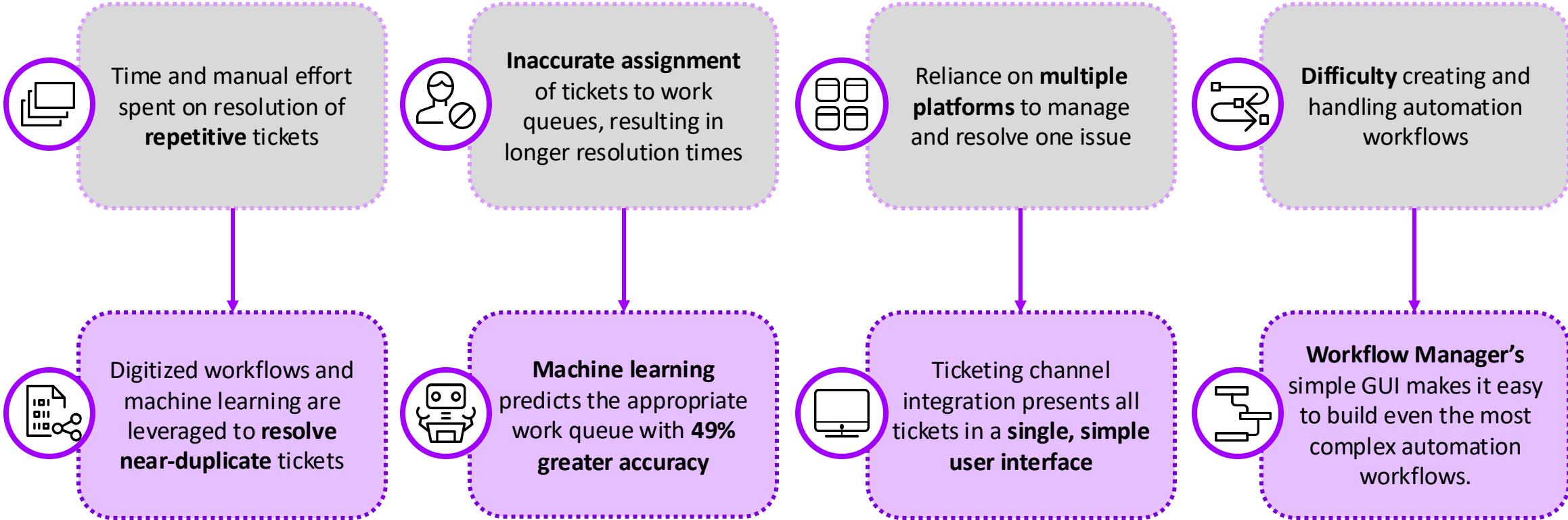


Impact of ATR

ATR in action: Here's an example scenario...



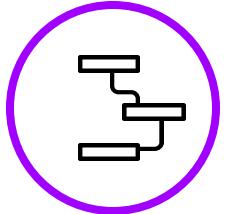
Benefits of ATR



Features



Automation orchestration encapsulates business processes within a sequence of tasks to be executed.



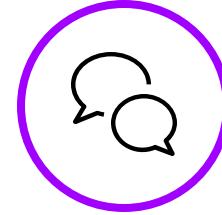
AI guided workflows where model confidence is high.



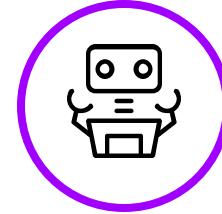
Complex use case integration within the ticket resolution process



Natural Language Processing (NLP) with multilingual support



Dynamic workflows with ChatOps facilitates human-plus-machine process management



Automated self-service use cases provide text-based feedback and execute processes based on text-based prompts for users.

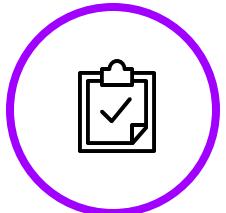


Automation asset collaboration through shared marketplace and official myWizard catalogue

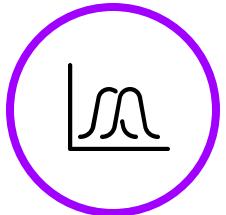


Continuous Learning improves pipeline performance by learning from additional user-added tickets for delta training

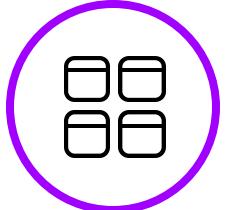
Features



Intelligent Ticket Assignment uses machine learning to assign tickets based on historical patterns, availability, shift, geo-location, workload, and priority.



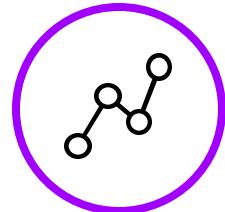
Dynamic Workload Calculation ensures fair workload distribution



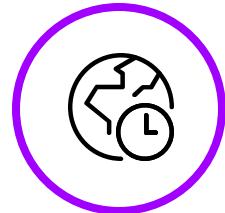
Seamlessly manages tickets across **multiple assignment groups** within a ticketing system.



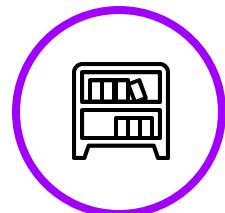
Provides **automated and instantaneous monitoring**, analytics, and alerting for cloud instances.



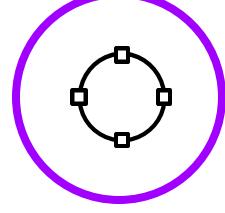
Cost-Effective High-Volume Monitoring using AWS managed services and serverless architecture



OpenSearch Dashboards monitor infrastructure health, application performance and instance performance

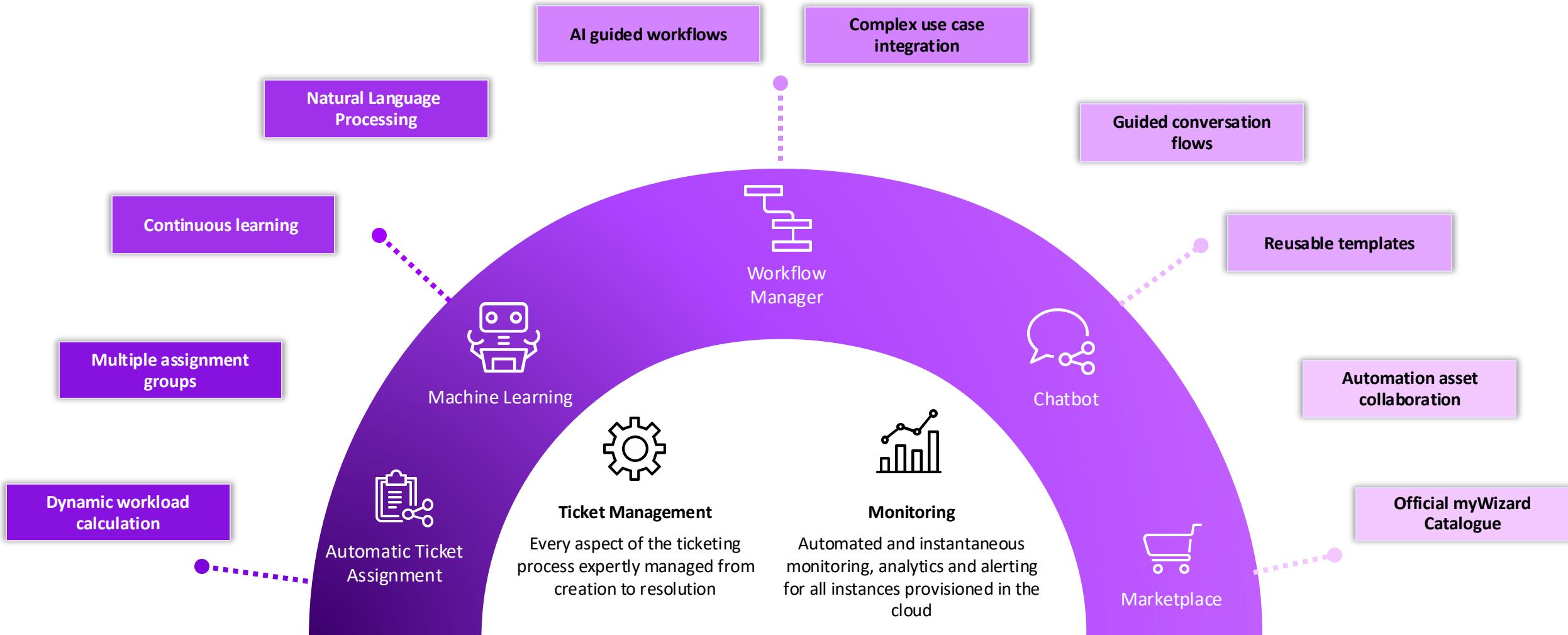


Knowledgebase with resolution recommendations and integration capabilities



Integrates with ticket providers such as ServiceNow and Remedy and enables decision-making for incoming tickets.

ATR Features and Functions



Agnostic ticket / ITSM interlock, to enable bridged automation between systems



Secured block chain capability to immutable workflow constructs and sealed workflows.

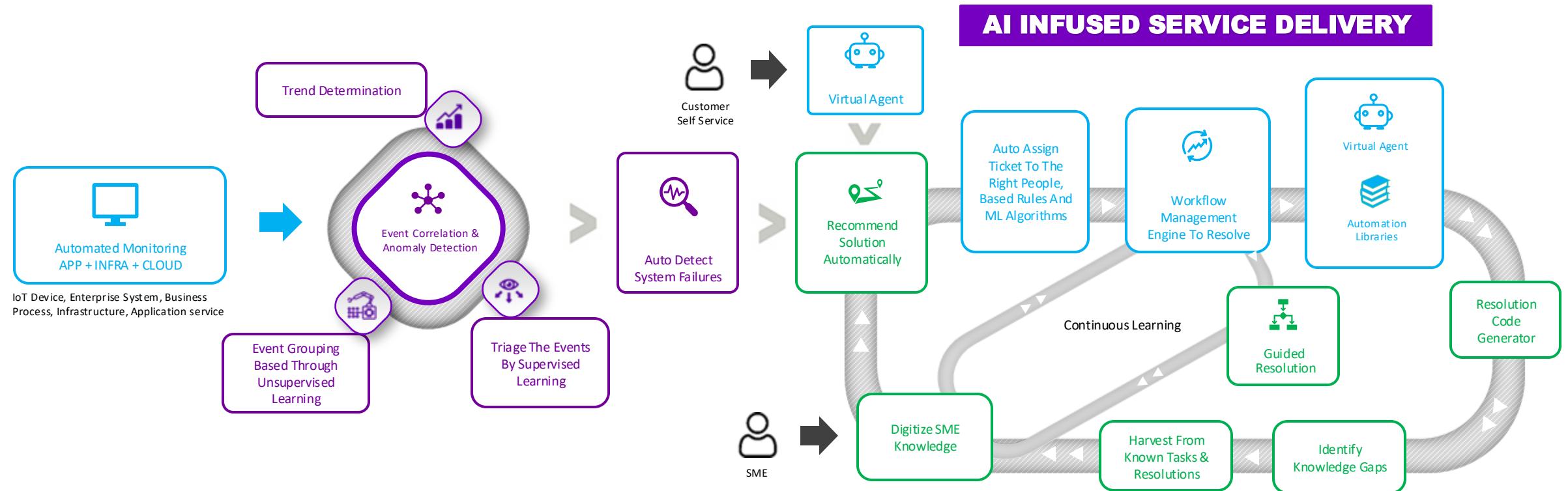


Self-resilience services with 360° view of ticket resolution



KnowledgeBase provides resolution recommendations, through articles managed inside ATR or retrieved externally

Service Delivery Workflow and Business Impact



Business Value Impact

85% Proactive Issue Mgmt.

35% FTE Reduction for Application Monitoring

16% Improved Teams Efficiency

MONITORING & OBSERVABILITY

82% Reduction in Incident Investigation Time

43% Reduction in Repeat Incidents

26% Ticket Reduction in Proactive Ticket Avoidance

EVENT CORRELATION & ANOMALY DETECTION (OBSERVABILITY)

90% Reduction in the Collection of Information

87% Improvement in correct Application Ticket Assignment

32% Reduction in Incident Inflow

INCIDENT IDENTIFICATION

80% Improved SLA Response

70% Faster Ticket Resolution

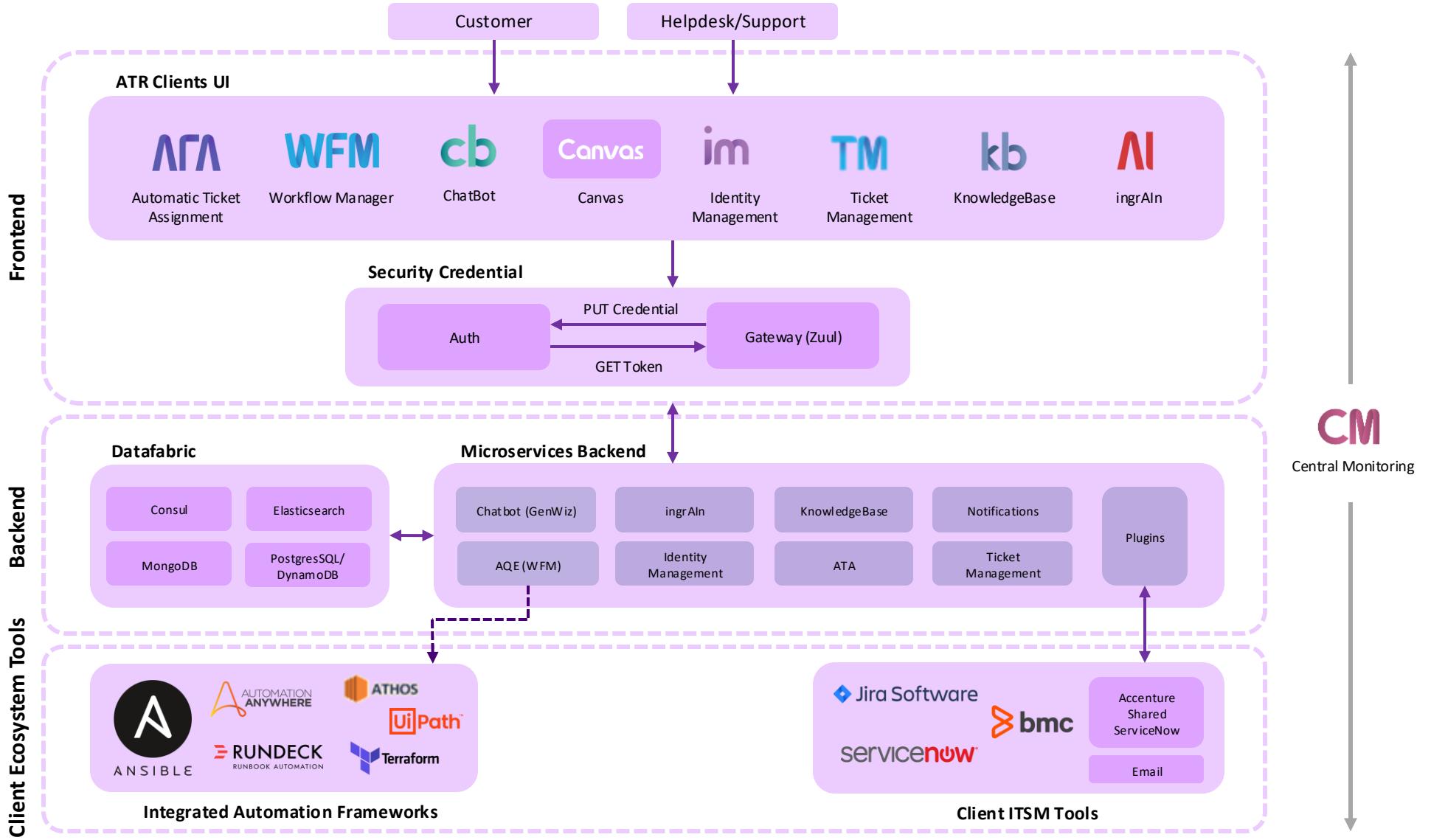
15% Ticket Resolution enabled through Information Self-service

INCIDENT RESOLUTION & SELF HEALING

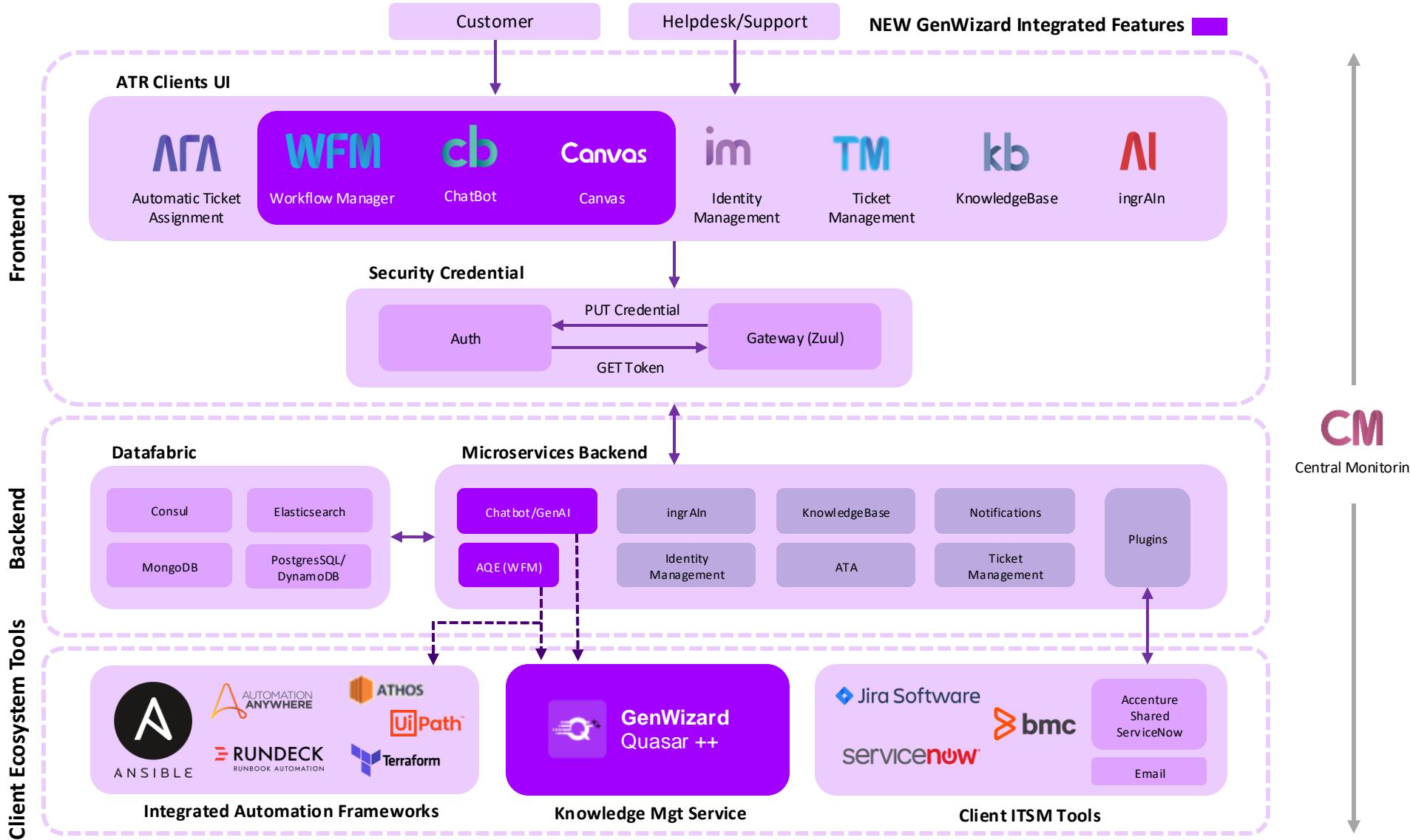
02

Architecture & Layout

High Level Architecture



High Level Architecture + GenWizard



ATR Core

Ticket Management (TM)

Seamlessly integrate with popular ticket providers like ServiceNow and Remedy

Manage and track every aspect of the ticketing process from creation to resolution

The screenshot displays two side-by-side web application interfaces. The left interface, titled 'GenWizard Ticket Management', shows a table of 'Tickets' with columns for Prediction, Functional ID, State, Short Description, Application, Assignee, Last Update Date, and Created Date. The right interface, titled 'GenWizard Identity Management', shows a table of 'Users' with columns for Username, First Name, Last Name, Mobile, Groups, and Permissions. Both interfaces include navigation buttons (BACK, NEXT, Page 1 of 7/2) and various configuration options.

Prediction	Functional ID	State	Short Description	Application	Assignee	Last Update Date	Created Date
0%	ATR000062	New	<script>alert(document.cookie)</script>	XSSTest	Xss	2024-03-15 12:59:40	2024-03-15 12:59:40
0%	ATR000061	New	<script>alert(document.cookie)</script>	XSSTest	Xss	2024-03-15 12:58:06	2024-03-15 12:58:06
0%	ATR000060	New	test145	PT test	Test@accenture.com	2024-03-14 11:07:37	2024-03-14 11:07:37
0%	ATR000059	New	test12	PT test	Test@accenture.com	2024-03-14 08:03:38	2024-03-14 08:03:38
0%	ATR000058	New	test	PT test	Test@accenture.com	2024-03-14 07:22:19	2024-03-14 07:22:19
0%	ATR000057	New	test	PT test	Test	2024-03-13 09:37:22	2024-03-13 09:37:22
0%	ATR000056	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000055	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000054	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000053	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000052	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000051	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000050	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000049	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000048	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000047	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000046	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000045	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000044	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000043	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000042	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000041	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000040	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000039	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
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0%	ATR000036	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000035	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
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0%	ATR000032	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000031	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
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0%	ATR000024	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000023	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000022	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000021	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000020	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000019	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000018	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000017	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000016	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000015	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000014	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000013	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000012	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000011	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000010	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000009	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000008	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000007	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000006	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000005	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000004	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000003	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000002	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000001	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02
0%	ATR000000	New	test	PT test	Test	2024-03-13 09:37:02	2024-03-13 09:37:02

Username	First Name	Last Name	Mobile	Groups	Permissions
admin				1	0
superuser				1	0
automation-user				1	0
default-worker				1	0
ACNSharedSnow				1	0
test123	Test1	test1		0	0
Test2345	Test2345	test2345		1	0
cm-user				1	5
dsvfhajv	test	test		1	1
pftest	PTtest	PTtest		1	1

KnowledgeBase

Article management & service provider interface



GenWizard Knowledge Base

Articles

Title	Knowledge Base ID	Source	Tags	Actions
[COPY] KB-DUPLICATE-914	KB8603758758-copy		test, testing, tester	⋮
KB-DUPLICATE-914	KB8603758758		test, testing, tester	⋮
KB-DUPLICATE-565	KB3498857760		test, testing, tester	⋮
jkjk	jkjk			⋮
KB-DUPLICATE-883	KB3602386671		test, testing, tester	⋮
KB-DUPLICATE-551	KB4714045195		test, testing, tester	⋮
KB-DUPLICATE-673	KB2526726713			⋮
KB12345	KB123			⋮

UPDATE SERVICENOW ARTICLES + ADD NEW ARTICLE

Import articles from external sources

Create and manage articles inside ATR

GenWizard Knowledge Base

Articles

Title	Knowledge Base ID	Source
[COPY] KB-DUPLICATE-914	KB8603758758-copy	
KB-DUPLICATE-914	KB8603758758	
KB-DUPLICATE-565	KB3498857760	
jkjk	jkjk	
KB-DUPLICATE-883	KB3602386671	
KB-DUPLICATE-551	KB4714045195	
KB-DUPLICATE-673	KB2526726713	
KB12345	KB123	

New Article

Method Manual CSV

Title _____

Knowledge Base ID _____

URL _____

Tags + You haven't created a tag for this article

Content

B I U <> [] { } { } { } { }

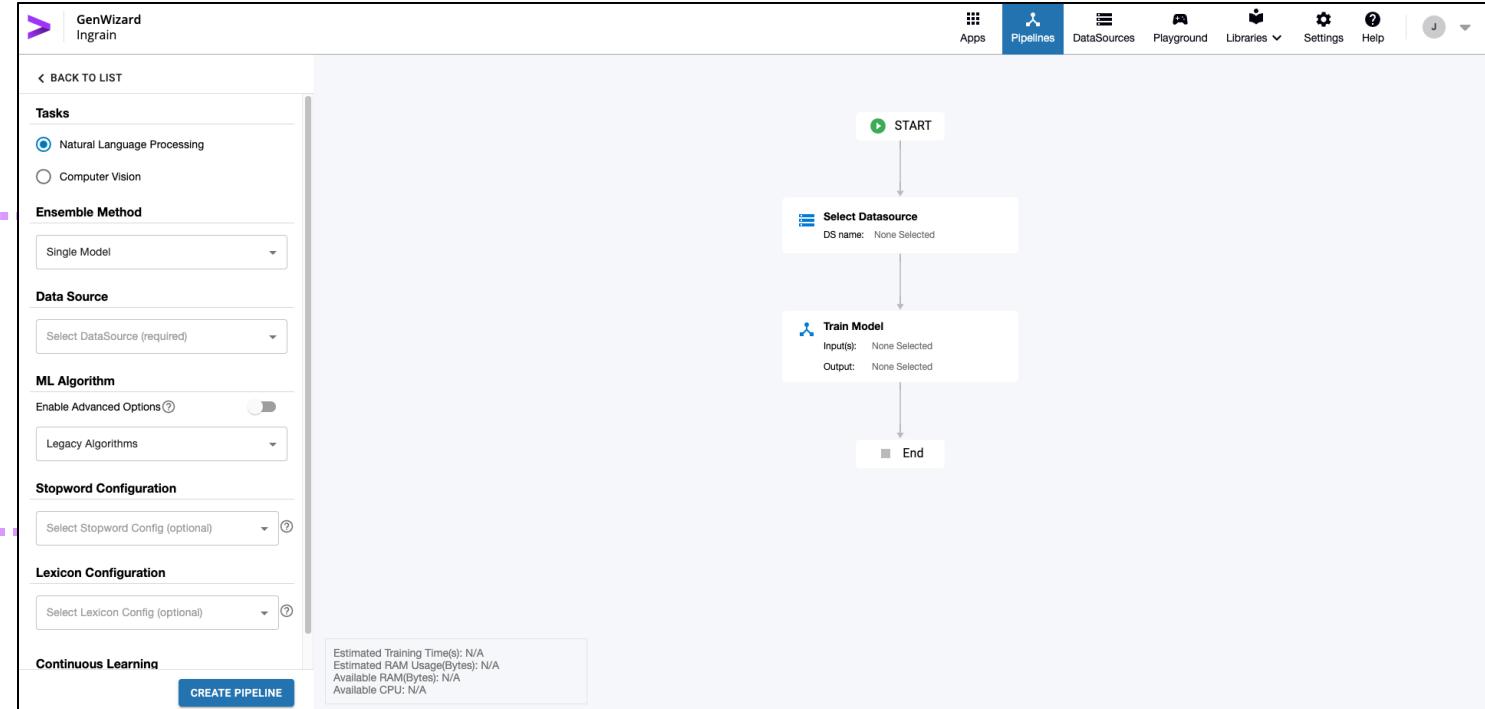
Attachments

Enter the article

ingrAIn (Machine Learning)

Enhances user created data
with classification and regression.

Creates machine learning models
based on both new and
historical data to predict the
category and action required for
new tickets.

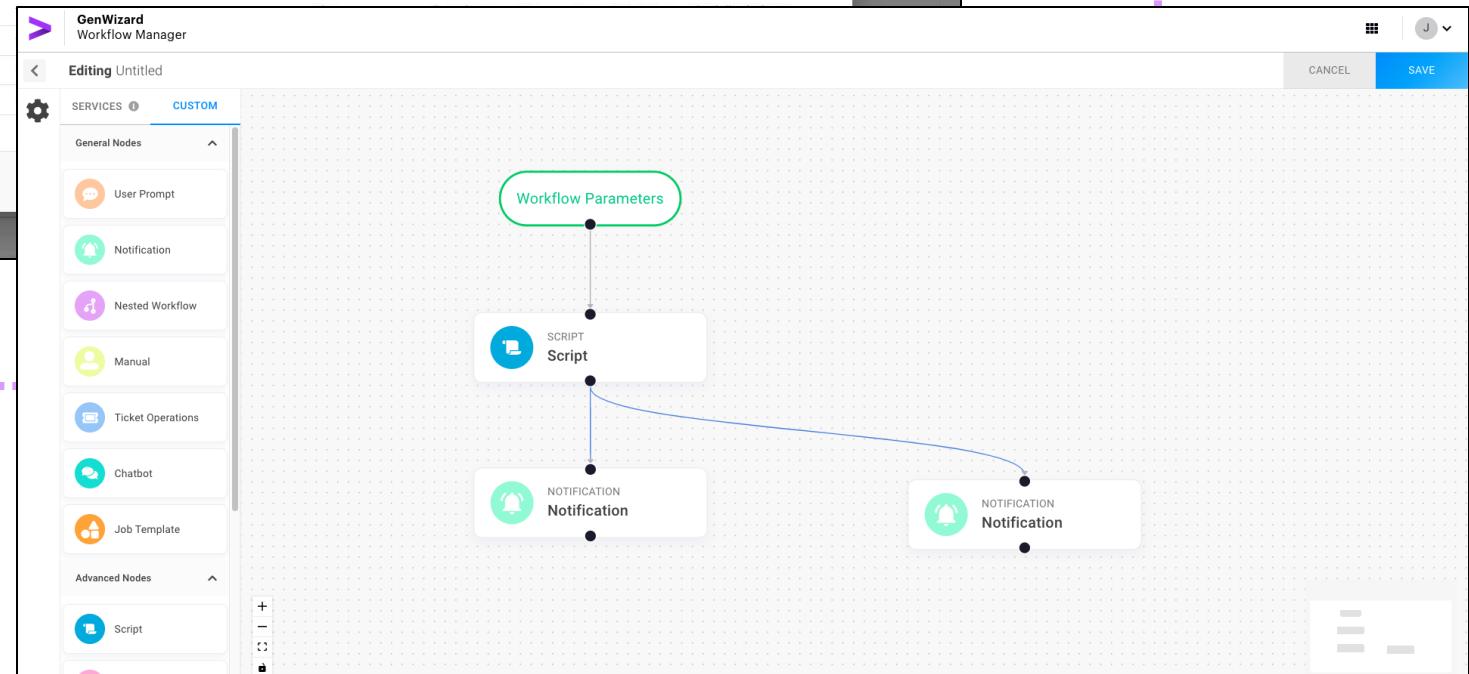


Workflow Manager

Use cases and automation components can be shared and accessed between deliveries

The screenshot shows the 'Import Workflows' screen in the GenWizard Workflow Manager. On the left, there's a sidebar with options like Workflows, Actions, Job Templates, Scripts, Secrets Manager, Exports, and Configuration. Below that is a 'Helpful Resources' section with links to What's New, Send Feedback, ATR Training, Sales and Demo, and Service Catalog. The main area has a search bar labeled 'Search Workflows' and a dropdown 'Import from' set to 'Marketplace'. A table lists various workflows with columns for Name, Description, Category, Source, Version, Created, and Marketplace ID. One workflow is highlighted: 'WF_IO_WIN_AD_Password_Reset_V1...'.

Securely interact with 3rd party services using password storage

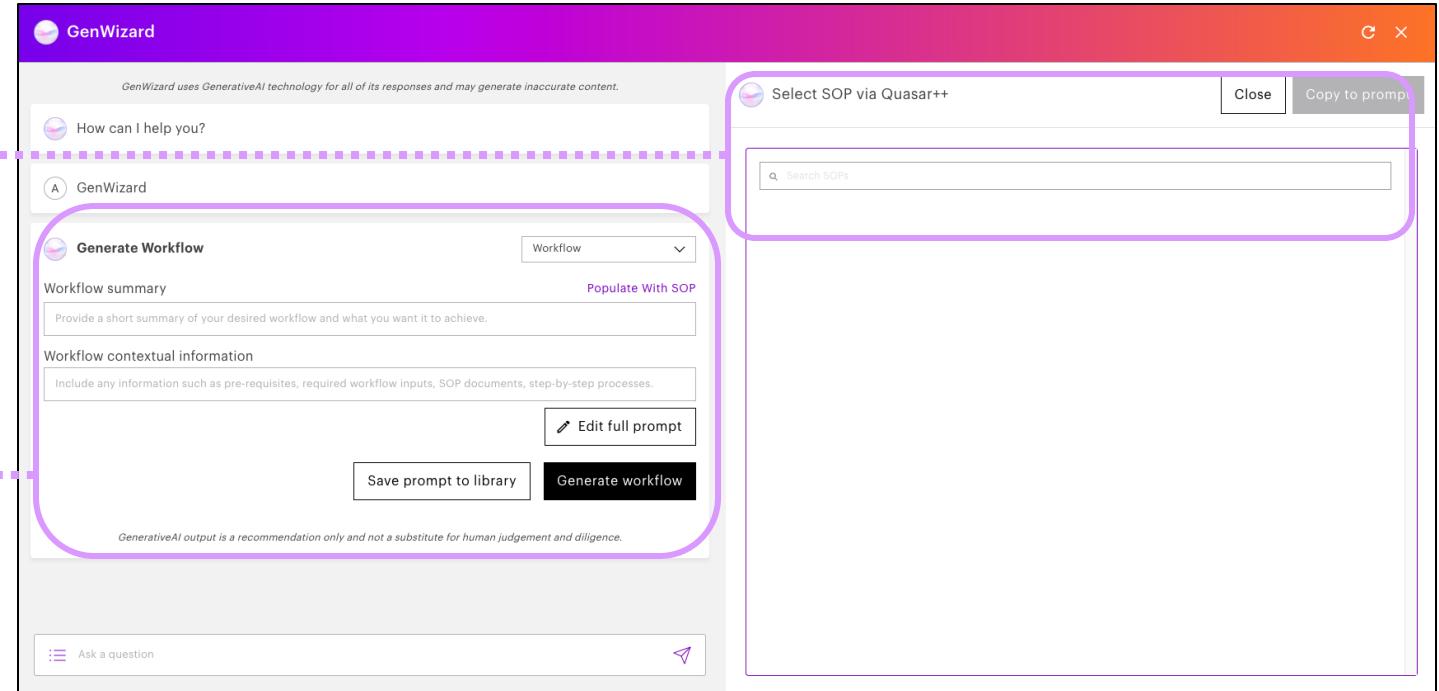


Automation can be tested at a workflow or node level

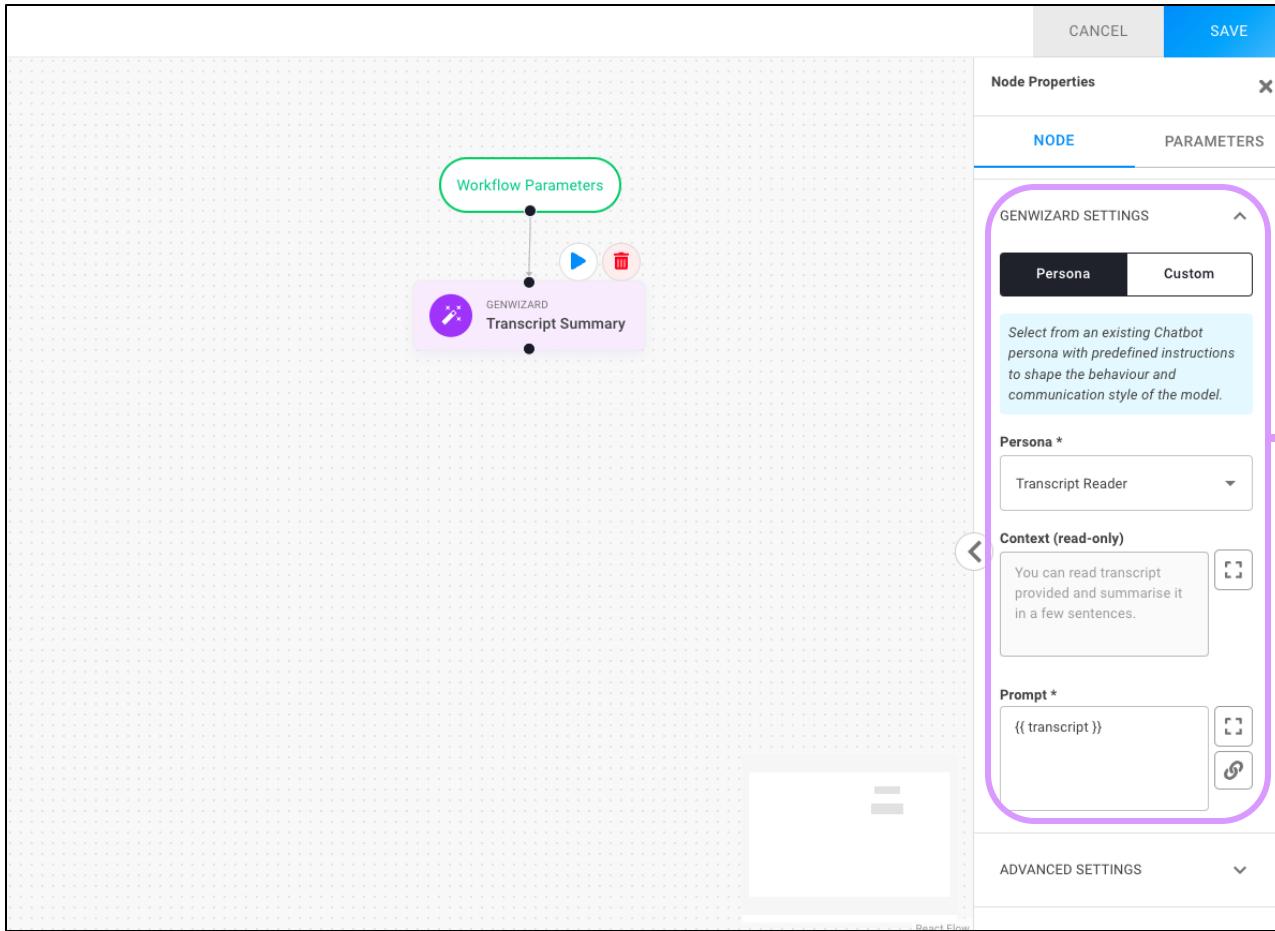
Workflow Manager – GenWizard Modal

Application can fetch Standard Operating Procedure via Quasar ++ for users' workflow

Using GenAI, the user can generate a workflow via a description and any relevant contextual information.



Workflow Manager – GenWizard Persona Node



Users are able to leverage a predefined persona & private OpenAI LLM GPT model to enrich and power their workflows.

Marketplace

Import and export automation assets from other users and the official myWizard catalogue

Search, filter and sort through workflows and job templates

The screenshot displays the GenWizard Workflow Manager interface. On the left, a sidebar includes 'Workflows', 'Actions', 'Job Templates', 'Scripts', 'Secrets Manager', 'Exports', and 'Configuration'. Below this is a 'Helpful Resources' section with links to 'What's New', 'Send Feedback', 'ATR Training', and 'Sales and Demo'. The main area shows a 'Workflows' list with items like 'ATA-Hook_ReassignAssignee' and 'Full_Advanced_V2-0'. A central modal window titled 'Import' asks 'What do you want to import?' with options for 'Workflows' (selected) and 'Job Templates'. Another modal window titled 'Import Workflows' shows a table of results from the 'Marketplace'. The table has columns for NAME, DESCRIPTION, CATEGORY, SOURCE, VERSION, CREATED, and MARKETPLACE ID. Results include various workflows and job templates from different sources and categories, such as 'WF_IO_WIN_AD_Password_Reset_V1...' and 'UC4 Impact Analysis'.

Upload your own workflows and job templates

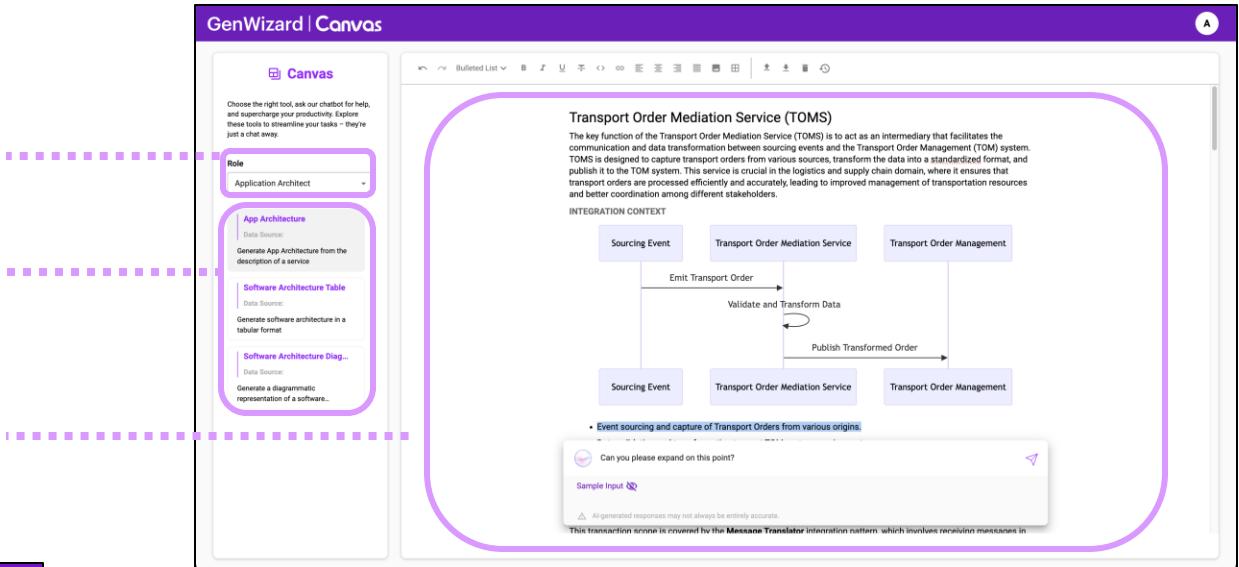
Chatbot – Canvas & Role Builder

Canvas:

Tasks – Various documentation types Canvas can generate.

Roles – Logical groupings of tasks according to users' desired job descriptions.

Interactive Editor – seamlessly integrated with GenAI, enabling users to generate and edit documents while incorporating multimedia such as diagrams and tables.



The screenshot shows the 'Role creation' page. It features a sidebar with various document generation options like 'Geração de documentos de requisitos de negócios', 'Geração de Documentos Técnicos', 'Geração Épica Jira', and 'Geração de tickets Jira'. The main area has sections for 'Task name' (BRD para Chatbot Multilíngue), 'Task description' (geração de documentos de requisitos de negócios), and 'Prompt' (instructions for generating a BRD document). A preview window shows the generated document with sections like 'INTRODUÇÃO', 'DESCRIÇÃO DO PROBLEMA', 'REQUISITOS DE ALTO NÍVEL', and 'CONCLUSÃO'. The preview is in Portuguese.

Role Builder:

Role Creation – Allows admin to create “roles” with custom prompts and knowledge integration

Testing Playground – Facilitates seamless testing for admins to evaluate their use cases and role creations.

Chatbot – Conversation Builder

Interface layer between ATR services and users

Natural and accessible user experience

Automated self-service use cases

Completely personalizable, intelligent, virtual assistant

The screenshot shows the GenWizard Canvas Conversation Builder interface. At the top, there's a navigation bar with links for SUITE, GENWIZARD, CONVERSATIONS, PLUGINS, and SETTINGS. On the far right is a user profile icon. Below the navigation is a section titled "Conversation Builder". Underneath it, a sub-section titled "Conversations" is expanded, with a note explaining that conversations are built with modules and can flow non-linearly. The main area displays a grid of 16 conversation cards, each representing a different module or template. The cards are arranged in four rows of four. Each card includes a title, a summary of module types (FAQ, Text, WFM, Action), and a count of items. There are also icons for adding new modules and for more options. A search bar and a sorting dropdown are located at the top right of the card grid.

Category	Title	FAQ Modules	Text Modules	WFM Modules	Action Modules	Total
Adaptive cards	Adaptive cards	0	7	0	21	28
Atr	Atr	0	3	0	7	10
Core	Core	0	1	0	2	3
Gic demo	Gic demo	11	0	0	0	11
Gic demo catalog.csv	Gic demo catalog.csv	11	0	0	0	11
Qa	Qa	13	0	0	0	13
Qa test	Qa test	1	0	0	0	1
Servicenow	Servicenow	0	2	0	0	2
Small talk	Small talk	0	86	0	0	86
Text	Text	0	86	0	0	86
Wfm	Wfm	0	0	0	0	0

Chatbot – Live Agent

The screenshot displays the GenWizard Canvas Live Chat interface. On the left, a sidebar titled "My Chats" lists four conversations:

- admin just now: can I please talk to a live agent?
- admin 1m: 將我連接到現場客服人員
- admin 13d: 古い神社の境内には、静かな雰囲気...
- admin 13d: 古い神社の境内には、静かな雰囲気...

In the center, a main chat window shows a message from an admin to a user asking about a compliance issue. The user's response is partially visible. A purple box highlights the "Tool Bar" at the top right, which includes buttons for "ASSIGN TO..." and "DISCONNECT". Another purple box highlights the "Translation Feature" in the bottom right, showing a message in Chinese and its English translation.

Current Conversations - Allows admin users to switch between various discussions including assigned, unassigned and archived chats.

Tool Bar – Connect to conversation as admin or assign conversation to another admin / user

Translation Feature – Allows for translation of conversations in multiple languages. Users can interact in different languages.

Automatic Ticket Assignment

Weighted workload and Priority distribution

Ticket type configuration

Priority weightage

Priority	Weightage	Critical Priority	High Priority	Moderate Priority	Low Priority	Planning Priority
1 - Critical	5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 - High	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 - Moderate	3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 - Low	2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5 - Planning	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Machine learning

Use ML prediction only when team member is in shift

Prediction threshold

GenWizard Automatic Ticket Assignment

Team: Openspace

Resource Name: savannah.kesich

Shift times: Drag and drop onto the roster above

All Day	OFF - Shift	ALL DAY SHIFT TEST 8550	OFF-SHIFT TEST 8550	Overnight TEST 8550
full day 00:00:00-23:59:59	morning break 08:00:00-09:00:00	Test day shift 00:00:00-23:59:59	Test Off-shift 04:00:00-10:00:00	Test Overnight 22:00:00-11:00:00

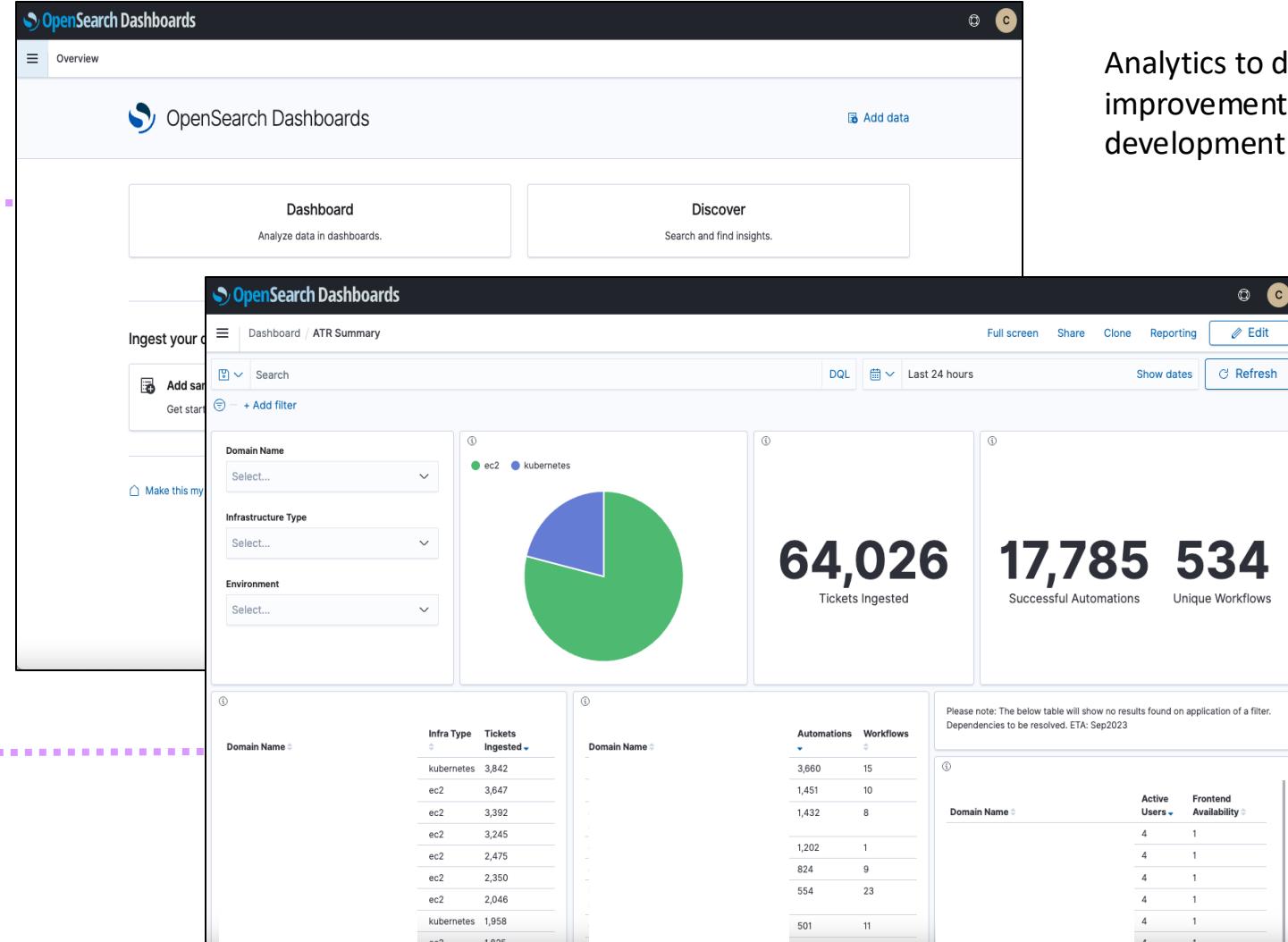
Tickets can be distributed based on Machine Learning of historical patterns, availability, shift, geo-location, weighted workload and priority

Shift Roster Page for adding shifts to users

Central Monitoring

SaaS clients only

Monitoring for infra health,
application monitoring,
instance performance



Analytics to drive product improvement and feature development

Full log search and regexing capability for issue identification and auto-remediation

03

Deployments

Deployments

	Cloud Deployment (SaaS)		On-Prem Deployment
	ATR CaaS (Recommended)	Dedicated Instance	
Typical Infra Requirement	2 in Client Network Poller server in the client network and ATR server in Cloud are required for Dev/Test and Production. No additional infrastructure is required.	2+ in Client Network, 2 in Cloud Poller server in the client network and ATR server in Cloud are required for Dev/Test and Production. Dedicated Instances are also monitored by Central Monitoring and do not require a separate Splunk server. However, CaaS is the more robust offering with no delays in monitoring capability.	2+ in Client Network ATR server in the client network is required for Dev/Test and Production. A separate Splunk server is required to run an ATR monitoring app.
ATR Installation	Effortless (Automated) An instance is provisioned by the ATR CaaS team.	Effortless (Automated) myWizard AiOps offers a tool which allows a new cloud instance to be provisioned with ATR installed.	Engagement Responsibility ATR installation is required on the client server with an SME. A separate SR can be raised to receive support.
Development Environment	Provided by Default When you request an instance to be provisioned, your client will receive both a development and production instance out of the box.	Need to be Set-up Separately The deployment team needs to provision a development instance alongside their production instance.	Need to be Set-up Separately The engagement team needs to provision a development instance alongside their production instance.

Technical Requirements

On Premise Requirements

Operating System	AlmaLinux 9.x or RHEL 9.x Superuser access required (sudo privileges)
Internet Access	Required for downloading dependencies: Docker & OS updates
	Regular access to the internet is required for accessing DialogFlow (API.AI), used by Chatbot
Browser Compatibility	Chrome (Firefox and IE not yet supported)
Machine Learning	Comma-delimited CSV file, UTF-8 format; exported from ServiceNow Field names need to match exactly what is shown in ServiceNow 2 Additional columns in the dataset: ticket management (ticket_management) and knowledge base id (KBID)
Client ITSM Tools	Client ITSM account and URL (for integration) with ATR specific field (used to save the metadata for ATR); u_atr

Minimum Server Requirements

12x core
32GB RAM
500GB Disk space
Port 443 open on the host
SSL certificate for https connections

Dedicated Instance Requirements

Minimum Server Requirements
8x core
32GB RAM
300GB Disk space
Port 443 open on the host
Public facing domain accessible on port 443
SSL certificate for https connections

Compatible Assets

CloudChaser	v5.2
Datafabric	v3.3.6
AlertCentre	v7.6.19
RPA360	v5.2
PAM	v4.0

04

Market Comparisons

ATR vs ServiceNow

Feature	ATR	ServiceNow
Integration	Besides myWizard, ATR has direct integration with ServiceNow, JIRA, Redmine (Japanese), Email and Remedy.	ServiceNow can integrate with ATR and myWizard
Hosting	Cloud or on-premise	Cloud only
Auto Resolution of ticket	<input checked="" type="checkbox"/> Full auto resolution with no user interaction by setting the thresholds in automation configuration page.	<input checked="" type="checkbox"/> Only with versions “New York” or later.
Auto Trigger of Script/BOT to resolve ticket	<input checked="" type="checkbox"/> Through AQE, SAP ATHOS, RPA and RUNDECK	<input checked="" type="checkbox"/> Only with versions “New York” or later.
Machine Learning Capabilities	Continuous ML, Data Curation, Classification & regression training, TensorFlow training, Hyper parameter tuning, Data Pre-Processing & Unsupervised learning	Limited ML capabilities
Language Support	English. ML component supports Latin-based languages, as well as Japanese, Chinese & Thai	English & translations available
ChatBot	Chatbot available for notification and clarification on jobs requiring more information + integration with automation orchestration.	Has a QA chatbot. However, no integration with automation orchestration.
Auto-Assignment of Ticket	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Limited by criteria
Supports multiple client ITSM tools	<input checked="" type="checkbox"/> Support any ITSM tool	Limited to ServiceNow only



myWizard vs ServiceNow

Feature	myWizard	ServiceNow
Categorizes, Assigns and Prioritizes Incidents (Tickets)	<input checked="" type="checkbox"/> ATR and ATA	<input checked="" type="checkbox"/>
Detailed shift information, agent availability and auto-assignment through machine learning	<input checked="" type="checkbox"/> ATA	<input checked="" type="checkbox"/> Not all contained within a single app
Machine Learning Incident Resolution	<input checked="" type="checkbox"/> ATR	<input type="checkbox"/>
Low level customizable mapping of events to data fabric	<input checked="" type="checkbox"/> StormWatch	<input type="checkbox"/>
Incorporate data from multiple systems for analysis	<input checked="" type="checkbox"/> TA (incorporated into data fabric)	<input type="checkbox"/>
Continuous Machine Learning	<input checked="" type="checkbox"/> ATR	<input type="checkbox"/>

05

Support Model

Support Model

ATR follows the [standard support model](#) outlined below. In addition, users can opt to purchase **premium support**.

	Response Time	Resolution Time	Additional Notes
Priority 1	15 mins	4 hours	Applicable for Platform/Region Wide Outage impacting all clients hosted on AiOps Cloud (Managed and Dedicated).
Priority 2	30 mins	8 hours	Applicable when Essential managed service or client (paid) instance hosted on the myWizard AiOps Cloud is unavailable.
Priority 3	4 hours *1	5 Business days *2	Low-priority managed/Dedicated instance/service is unavailable.
Priority 4	24 hours *1	10 Business days *2	Unavailability of lower priority managed services or non-functional-incidents.

*1 During the L2 normal business hours, which is 24*5.

*2 During the L3 normal business hours, which is 8:00 am to 8:00 pm weekdays Eastern European Time for Europe region instances and 9:30am to 6:30pm weekdays India Standard Time for other regions.

In order to report an issue, the engagement can [raise an incident](#), for which **the standard incident SLA** applies.

06

Success Stories

Best of global, best of local

Our clients



245+ Clients in 21 Countries

188k Hrs saved = 4.7k FTE saved

FY23 SaaS Clients

3.7m+ Tickets Automated

500k Tickets pm



Automation Journey

myWizard AiOps journey with Best Buy started in 2018, employing an Automation Solution that included ATR to improve process efficiencies by saving time in ticket resolution, and to reduce costs through automation and machine learning, while delivering a great end-user experience.

\$7.1m

2018-2022 savings delivered

115K

Tickets avoided

128K

Cumulative hours saved

256

UCs implemented



Use Case: Enhanced Customer Experience

Context: Order Management System (OMS) and Field Management System (FMS) manages customer orders, and delivery associate's capacity and schedule respectively

- Out of sync records between systems caused Customer Experience issues
- High incident inflow due to complex architecture and multiple points of failures

Our solution:

- End to end analysis of business process, data flows, and integrations to find bottlenecks
- Partnered with Engineering to fix design gaps and defects to eliminate incidents
- Automation BOTs eliminating incidents at scheduled intervals
- Self-Heal Automations using MyWizard platform
- Self-Service Tools deployed for business to use

Improve Operational Excellence

myWizard AiOps utilised automation to reduce ticket resolution time by 90%. There were clearly identified opportunities to leverage ATR's capabilities to reduce manual effort, make the Ops team more efficient and effective, and use their time more productively. Ultimately business resilience and customer service quality has been drastically improved.

90%

Reduction in ticket resolution
time

1.75

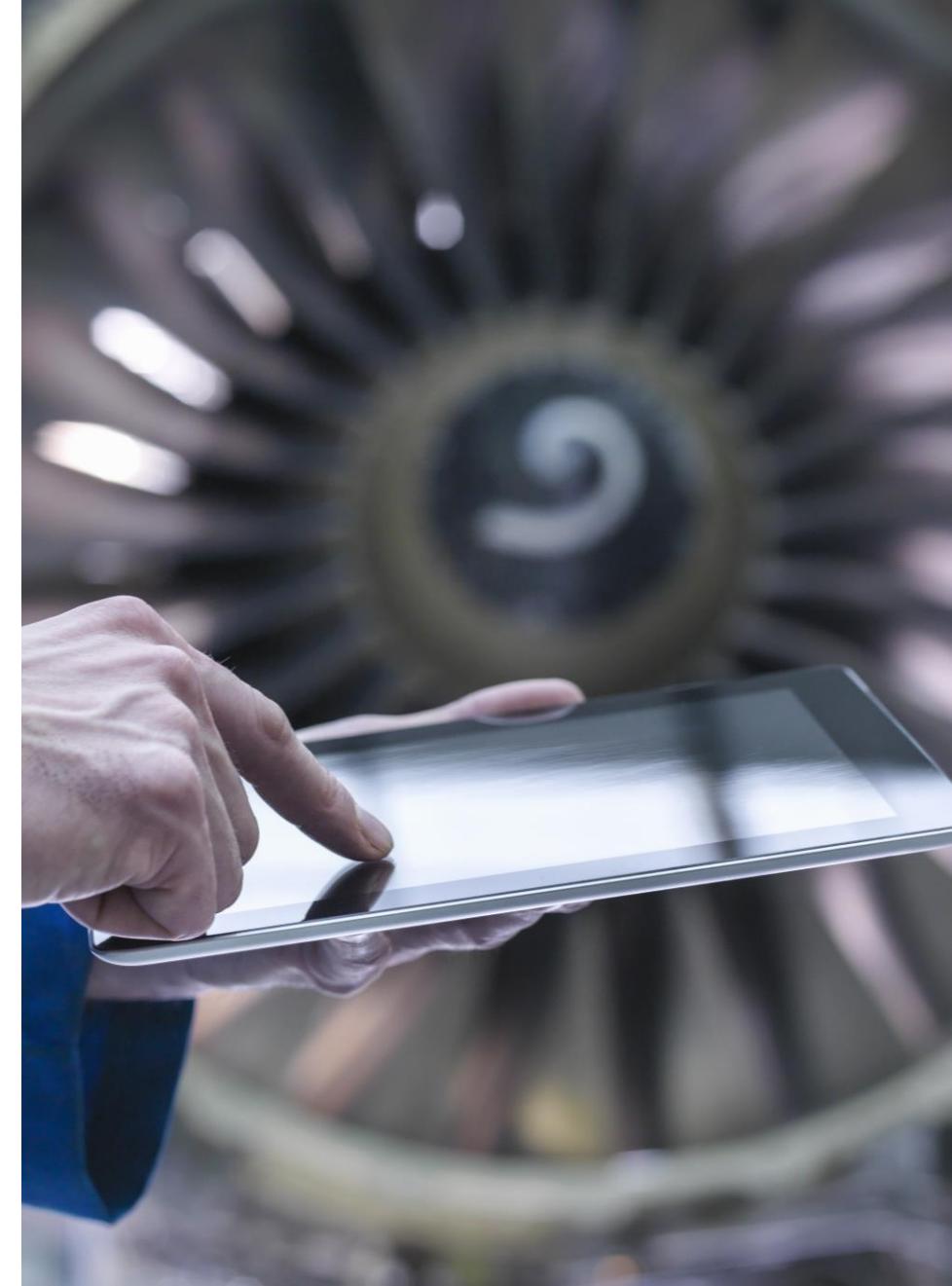
FTEs saved

\$55k

Per annum saved in
operational efforts

4k

Manually worked events
automated



Reduce Costs and Manual Effort

myWizard AiOps worked together with the client to provide service management teams with intelligent ticket analytics and advanced visualization of ticket details that drive resource workloads, KPIs, cost, accelerating incident and problem root-cause analysis

25k

Tickets automated annually

600+

Tickets eradicated using self service guides & KB articles

480

Hours effort reduction per year

25%

Tickets automated end-to-end



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Support

[Raise an incident](#)

View our incident creation guide for myWizard AiOps

[Visit our Portal!](#)

Find the latest documents, demos
and plugin links