Agentive AI

Agentive AI Workflow

Agentive AI acts as a live assistant to IT Support Personnel by analyzing previous tickets (open and resolved), third party manuals, ERP and other operational data, and delivering actionable guidance. It enhances human decision-making, reduces resolution time, and improves the support experience.

Support Agent Contacted

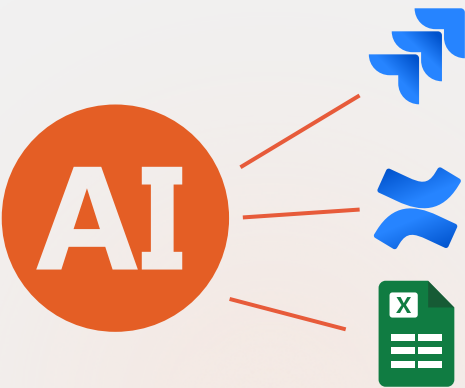The employee identifies an issue and reaches out to the help desk.

1

Support Agent Consults with Agentive AI

How to...

AI Prompts could include:
"How can I make someone an admin"
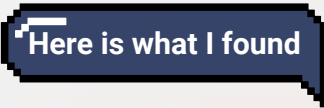"What are recent resolutions for..."

2

Agentive AI Researches Multiple Data Sets

Using the prompt, the Agentive AI completes analysis on all connected data sets instantly to give collaborative and constructive data. Examples include: SharePoint, Jira, Confluence, static Excel data, etc.

3

Agentive AI Responds Instantly With Precise Guidance

Here is what I found

The Agentive AI Responds by showing the support agent how similar problems have recently been solved, similar reports filed recently, trending accross the support base.

4

Support Agent Resolves Issue

Empowered by the Agentive AI, the support agent confidently applies the solution and resolves the problem efficiently.

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