

Executive brief

# Improve the IT service experience

Next-Gen Service Desk Solution



## Highlights

Incident response and resolution

Request coordination and fulfillment

Gen AI chatbot experience management – enterprise personal assistant curation

Problem and knowledge management

Major incident and VIP support

Remote device and software assistance

Quality assurance processes

Flexible backend data model

Self-healing capabilities

User self-service options

Streamlined IT support workflows

Service experience enhancement

As the “face” of IT operations, your service desk is crucial for effective employee tech support. An innovative service desk must balance operational efficiency, user experience, security and quality assurance to minimize downtime and maximize productivity.

The Next-Gen Service Desk Solution elevates your IT support by enhancing agent productivity through automation, real-time translation, business insights and intelligent workflows. This approach streamlines task completion and processes, significantly improving service delivery and user experience.

The solution is powered by the Service Experience Accelerator and harnesses governed generative AI capabilities. Resolve your service issues, from initial identification through triage, follow-ups and closure, while considering user sentiment. Self-healing capabilities address issues proactively, reducing the need for IT intervention. An omnichannel experience empowers users to submit and manage requests and incidents in the way that they prefer.

## Boost productivity with self-healing IT



Benefit from a service desk that can detect and resolve issues before they disrupt user experience or productivity.

The Next-Gen Service Desk Solution takes you beyond the limitations of a traditional service desk. This intelligent workplace service combines expert delivery staff, robust process controls and advanced technology via the Service Experience Accelerator, which is the intelligent technology behind multiple Unisys solutions. Use it for first-line user support, ticket management, incident management and self-healing. It also offers remote assistance, knowledge management and automated response.

## How you benefit

- **Increased operational efficiency:** Enable employees to work more efficiently with minimal interruption, resolving issues through an omnichannel support system. You'll control IT spending while maintaining or even improving service quality.
- **Adaptable support:** Adapt your service desk to the changing needs of the business, scaling up or down as required. The solution's flexibility also lets you evolve your capabilities as needs and technology change.
- **Stronger security:** Strengthen your cybersecurity with a service desk built on a Zero Trust framework. Enhance in-tenant trust through secure automation and AI/ML algorithms that keep data in place while enabling expanded use cases.
- **Better user experience:** Give users a seamless, personalized omnichannel experience to engage with IT support anytime, anywhere. They can communicate with IT support through their preferred connection method and in their preferred language.
- **Quality assurance:** Enjoy the confidence of knowing your services are reviewed on a regular cadence to ensure they meet value and service objectives. With this solution, you can identify underperforming services before they escalate.

- **User autonomy:** Empower users to handle their own requests with a service portal and AI chatbots that provide instructions, knowledge base articles and FAQs. Proactive issue detection and resolution ensure minimal disruptions and boost productivity.

## Why Unisys?

Unisys can help you better support employees and improve the employee experience by aligning your services to key workforce personas. Gain a comprehensive, integrated suite of services that leverage advanced technologies like AI and ML to yield better business outcomes. You benefit from our personalized proactive support, deep industry knowledge, strategic partnerships and commitment to innovation.



## Empower users with self-service support

Give users access to a service portal and chatbot, knowledge articles, how-to guides and FAQ content for their IT support needs.

To explore how the Next-Gen Service Desk Solution can transform the service experience, [visit us online](#) or [contact us](#) today.



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