

# Automated Service Desk Improves Response Time and Scalability



## Client Overview

————— A global software company delivers Intelligent Automation solutions for enterprise environments supporting mission-critical operations. The IT service desk manages a high volume of requests across users, systems, and applications.

As ticket volume increased, maintaining fast response times and consistent service quality became more challenging.

## Challenges Faced

Service desk operations relied on manual investigation and analyst expertise, slowing response and limiting scalability.



### Manual Ticket Analysis

Analysts reviewed and resolved each ticket individually, increasing effort and processing time.



### Slow Response Times

Average resolution time reached approximately 1.5 hours per ticket.



### Knowledge Dependency

Resolution quality varied depending on the analyst's knowledge and experience.



### Resource-Heavy Operations

Handling higher ticket volumes required additional analyst effort and resources.

## The Solution

Amiseq implemented a **Service Desk Automation** powered by GenAI to standardize request handling and improve response efficiency.


The solution analyzes incoming requests, generates draft responses, and routes them through an analyst approval workflow. Each resolved ticket contributes to a continuously evolving knowledge base, improving future responses over time.



Why the Client Chose



**AMISEQ**  
YOUR TECH PARTNER



Strong expertise in  
GenAI-driven automation  
for IT operations

Proven ability to  
standardize and scale  
service desk workflows

Seamless integration with  
ITSM platforms and  
knowledge systems

Focus on improving speed,  
consistency, and  
operational efficiency

# Strategy and Implementation



## Capture and Analyze Requests

Automation extracts ticket data from the ITSM system and analyzes request details.



## Generate Draft Responses with AI

GenAI creates structured responses based on historical data and knowledge base inputs.



## Enable Analyst Review and Approval

Draft responses are reviewed and approved by analysts before being sent.



## Respond and Execute Actions

Approved responses are sent, and required actions are executed within the helpdesk.



## Update Knowledge Base Continuously

Resolved tickets are fed back into the system to improve future response accuracy.

## What Amiseq Delivered

**1,920**

**Hours Saved Annually**

Routine ticket handling was significantly automated.

**\$57K**

**Annual Cost Savings**

Reduced reliance on manual effort lowered operational costs.

**Faster Risk Remediation**

Improved turnaround supported better SLA performance.

**Consistent and Reliable Resolutions**

Standardized responses improved accuracy and user experience.

## Conclusion

Service desk operations are now faster, more consistent, and easier to scale. Automation reduces manual workload while ensuring responses follow a standardized and reliable approach.

IT teams can manage higher ticket volumes without increasing headcount. The organization benefits from improved service levels, reduced operational strain, and a more efficient support model.

## Modernize Service Desk Operations

See how Amiseq can automate service desk workflows and improve response efficiency.

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