

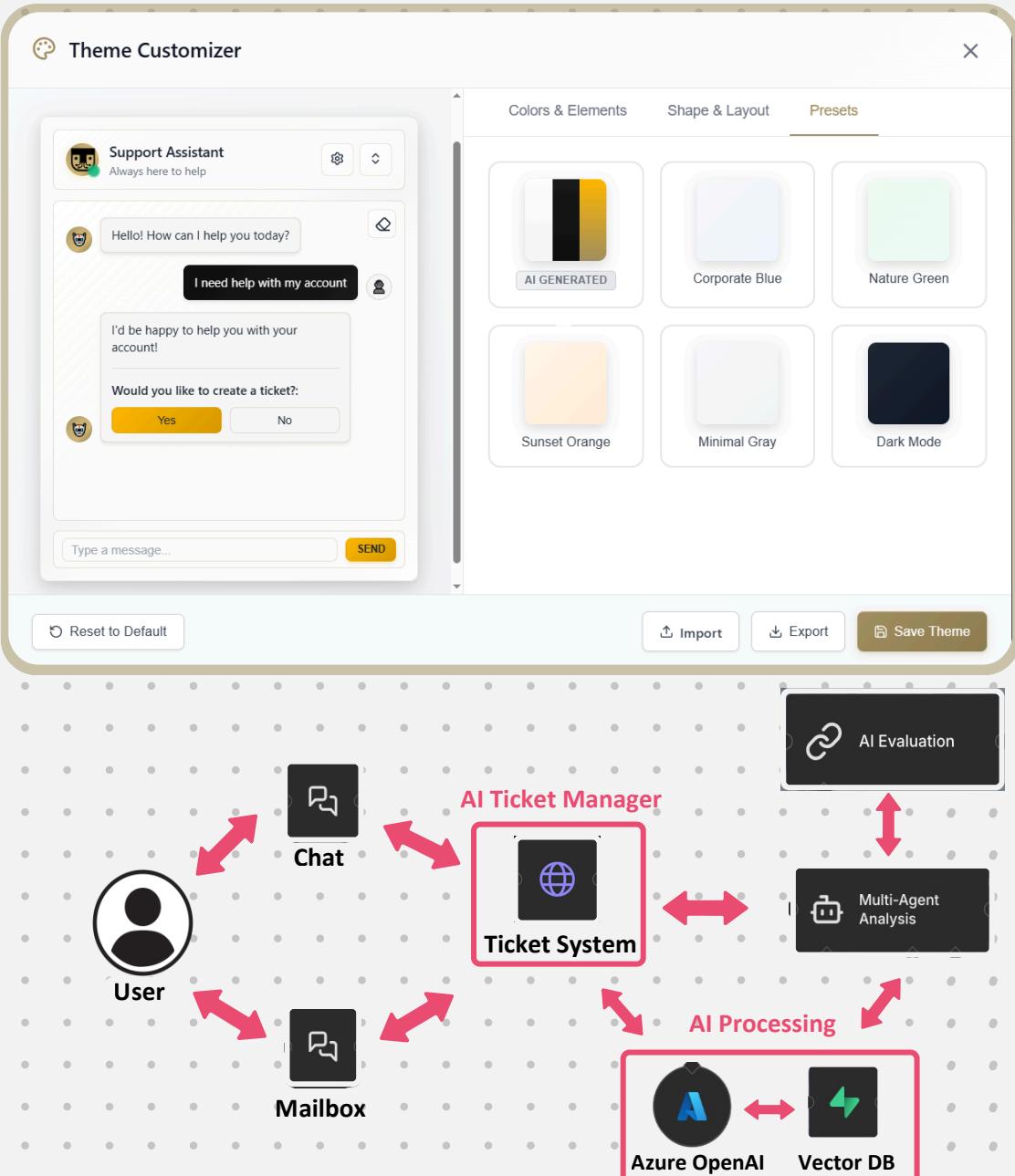


Problem

IT support is often **burdened with repetitive and simple requests**, which require additional time and effort to respond to.

Solution

AI SmartDesk platform seamlessly integrates into your existing ticket ecosystem to **automate the IT support** - from live chat conversations to background ticket analysis in your ticket system.



Evaluation

The project is deployed as an extension of a university's Helpdesk system, **SmartDesk is now live** on the TUKE cloud domain, actively supporting their IT infrastructure. While purpose-built for academic environments, **the platform's architecture is deliberately flexible**—designed for seamless adaptation across diverse industries, ticket management systems, and knowledge domains.

Resolve routine queries in seconds using your **ticket history, documentation, and curated resources** —freeing your team for what matters.

Smart AI knows when to handle and when to hand off. **Only complex issues reach your team.**

Chat, email, or portal — SmartDesk delivers consistent answers across every channel, powered by your ticket system.

AI gets smarter with every ticket through **evaluations and user feedback**.

Speak any language. Support any style.

Plug directly into your existing ticket system.