

smaRT AUTOMATION with REALTECH's Intelligent Assistant (RIA)

OUR KI INNOVATION RIA QUICK FACTS

- Service Automation
- Intelligent Bot
- 24x7 availability
- Very short reaction time
- Low error rate
- High user acceptance
- Easy integration into existing architectures
- SAP connectivity
- Short project duration

With RIA, your company already has an AI solution available that can be adapted to individual requirements in the shortest possible time. RIA is the intelligent support for your IT Service Management. Through RIA you can increase the competitiveness of your company.

Start with our workshop fast and uncomplicated into the world of AI and use the advantages of artificial intelligence!



YOUR ADDED VALUE

- ✓ Increased efficiency through automation of routine activities
- ✓ Shorter processing time for malfunctions and thus improved response times in support
- ✓ Increased accuracy and quality of troubleshooting
- ✓ 24/7: permanent availability (Conversational AI)
- ✓ Reduced response time to business-critical events

AUTOMATION WITH RIA

The artificial intelligence from REALTECH (RIA) was primarily developed for IT Service Management and is an innovation by REALTECH. As a virtual assistant, RIA learns fast and can be used in various business areas to increase the efficiency of departments. For example RIA supports service desk teams in their daily work by relieving employees of time-consuming routine tasks. In addition, RIA is able to help analyze metrics by automatically comparing key figures and independently reporting anomalies. This reduces response time to business-critical events.

USE CASES / USER STORIES

BOT-SUPPORTED SERVICE DESK

RIA answers inquiries from employees and customers independently. Typical requirements in first-level support can be solved particularly well by RIA. This applies not only to creating, updating or closing tickets, but also to suggesting solutions for the reported malfunction, for example by searching for suitable knowledge base entries.

LEVEL RECOGNITION

In a 5x8 IT support a misrouted ticket needs on average 4 hours before it is forwarded. Thus 30% of the tickets exist at least 12 hours before they are processed. 10% of the tickets will be processed after 20 hours. With REALTECH's innovative KI RIA the tickets will be forwarded immediately to the right contact person with a probability of 90%. This minimizes ticket transit times, resulting in faster troubleshooting and high customer satisfaction.

FURTHER APPLICATION AREAS

PROBLEM RECOGNITION

RIA independently checks for a high number of similar tickets and reports a potential problem so that it can be evaluated by Problem Management.

KI SUPPORTED KPI ANALYSIS

RIA continuously checks whether previously defined key figures correspond to the framework parameters. In case of unsatisfactory events, RIA will inform you automatically.

PLANNED APPLICATION AREAS

KI STAGING

Automated and continuous improvement of the database for the training of the customer's own AI.

SOLUTION RECOGNITION

As a full member of the service desk team, RIA independently triggers incidents on predefined topics and thus relieves existing support teams to an even greater extent.

IN ONE DAY TO YOUR FUNCTIONAL AI PROTOTYPE

Do you want to experience the advantages of artificial intelligence in service management for yourself? In our hands-on AI workshop, we explore the potential of artificial intelligence for your service management. Our experts will then develop a working prototype of your AI together with you on site. The following questions will be answered in the workshop:

1. How does an AI solution basically work?
2. Which applications exist in the field of service management?
3. What are the advantages of an AI solution?
4. Prototyping. What does a prototype look like and how can it be used in a customer environment?
5. Which follow-up measures or further use cases result from the workshop?

We will be happy to send you an offer for the REALTECH KI Workshop. Talk to us!

RIA: Your Bot-supported ServiceDesk



RIA: the intelligent execution of routine activities



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