

# SYMPHONY SUMMITAI

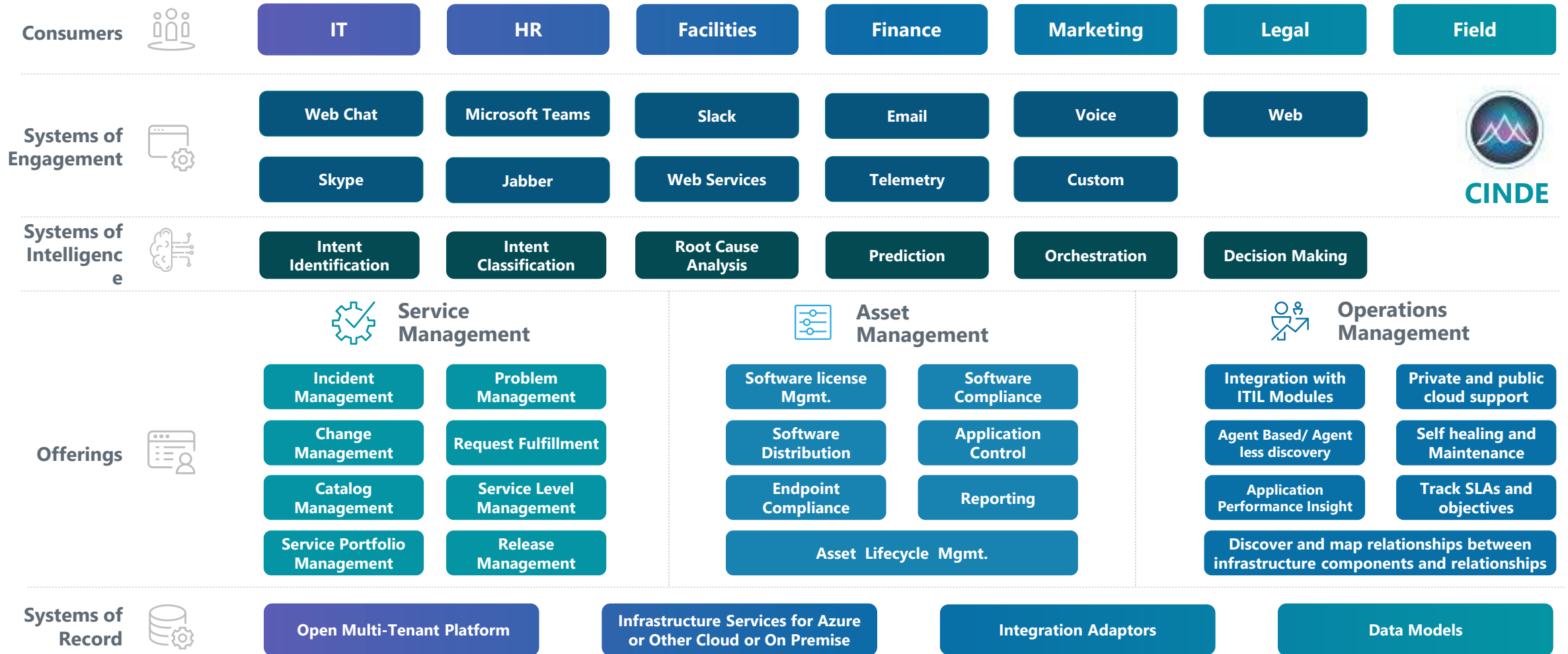
## SUMMITAI SERVICE MANAGEMENT

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April 2021



# SUMMITAI: AI-DRIVEN IT AND ENTERPRISE SERVICE MANAGEMENT SUITE



# DELIVER EXCEPTIONAL EXPERIENCES WITH SUMMITAI SERVICE MANAGEMENT



## Benefits

**Higher  
productivity**

**Self-service  
experience**

**Single service  
portal**

**Omnichannel  
experience**

**Insights through  
dashboards/reports**

**Faster go-live  
using codeless  
configurations**

## Features

**Scalable &  
multitenant**

**Operational  
intelligence**

**Orchestration**

**Gamification**

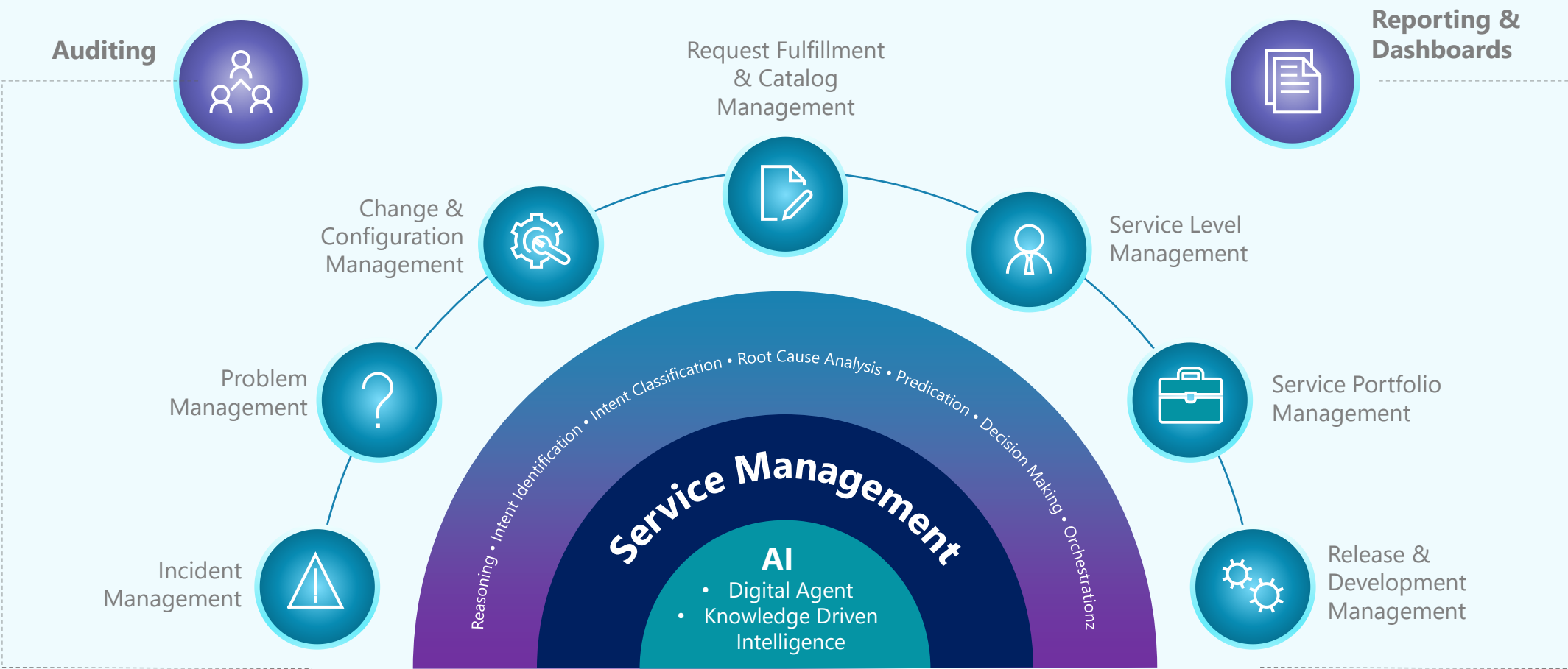
**Smarter  
knowledge  
management**

**Support 100+  
languages**



# SUMMITAI SERVICE MANAGEMENT

Symphony SummitAI platform is ITIL 2011 certified for 12 processes\* from Pink Elephant





# SUMMITAI PRODUCTIVITY ENGINES



## Operational Intelligence

- Enabling Higher FCR
- Contextual Information
- Knowledge Harvesting
- Event Co-relation

## Service Automation

- Auto-Remediation
- Resource Fulfilment
- Human Error Elimination
- Preventive Maintenance

## Gamification

- Driving Desired Work Culture
- Performance Metrics, Rewards & Recognition
- Healthy and Transparent Competitive Workforce

## Service Skill Management

- Skill Assignment
- Analyst Load Analysis
- Automatic Ticket Routing

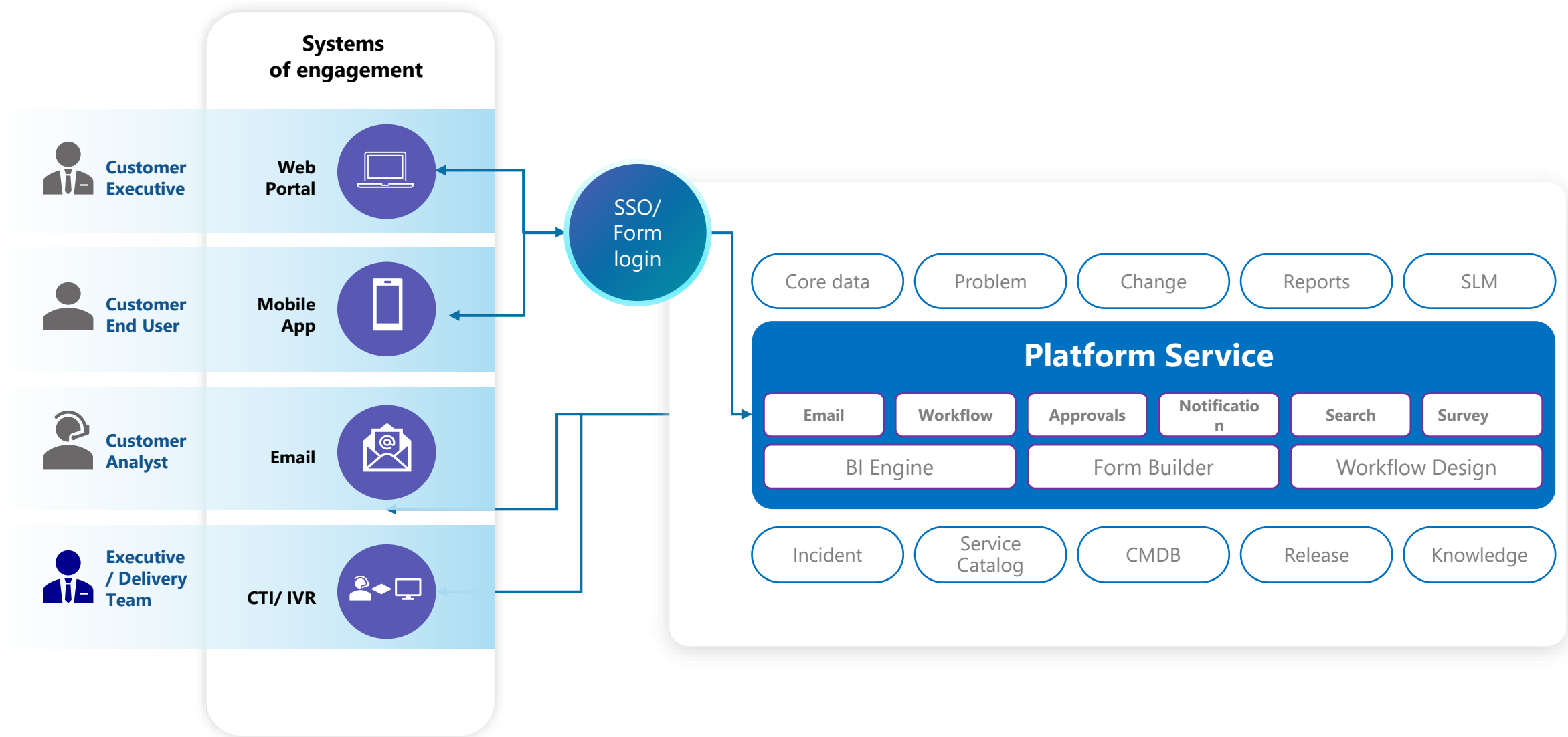
## Service Assist

- Reduce L2/L3 Work Load
- Rapid Response
- Enabling Higher FCR

## Service Availability

- Proactive Service Status
- Service Based SLA 's
- Event Management

# SUMMITAI ITSM SOLUTION



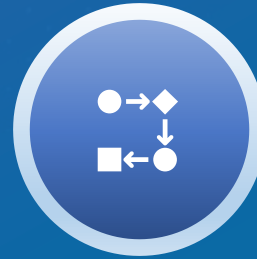
# PLATFORM BUILDING BLOCKS



SELF SERVICE  
PORTAL



FORM BUILDER



BUSINESS CONTROL  
WORKFLOW



WORKFLOW  
DESIGNER



JAVASCRIPT



ORCHESTRATION

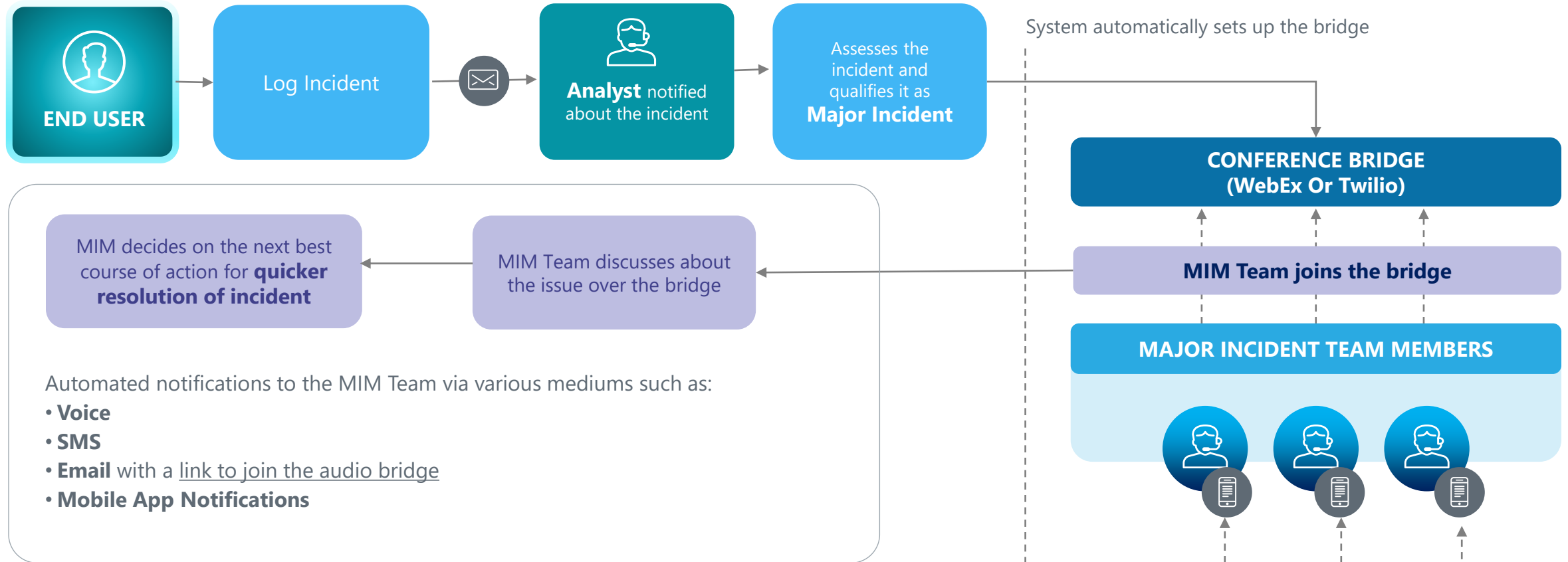


NOTIFICATION



REPORT BUILDER

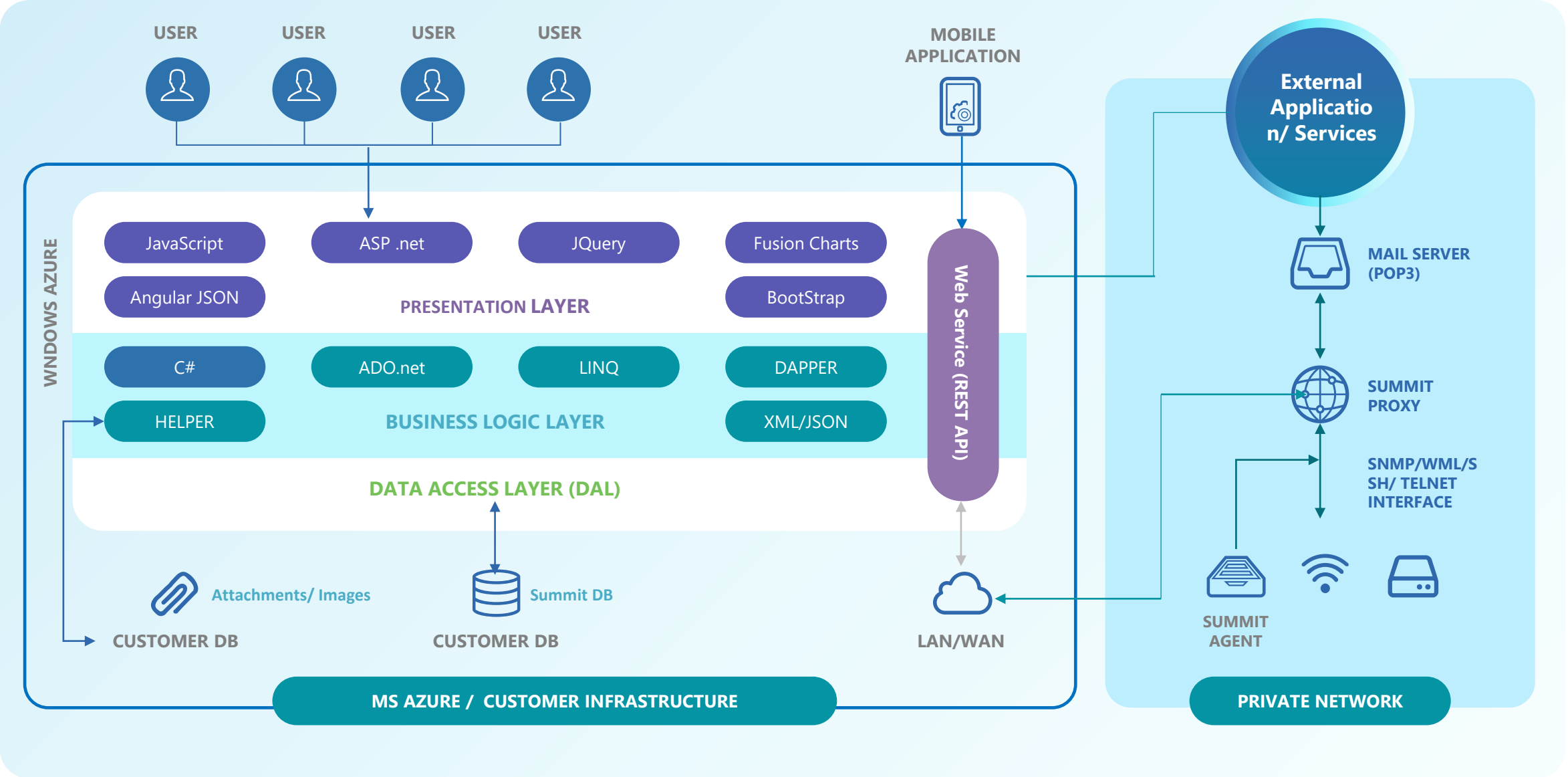
# SUMMITAI MAJOR INCIDENT MANAGEMENT WORKFLOW



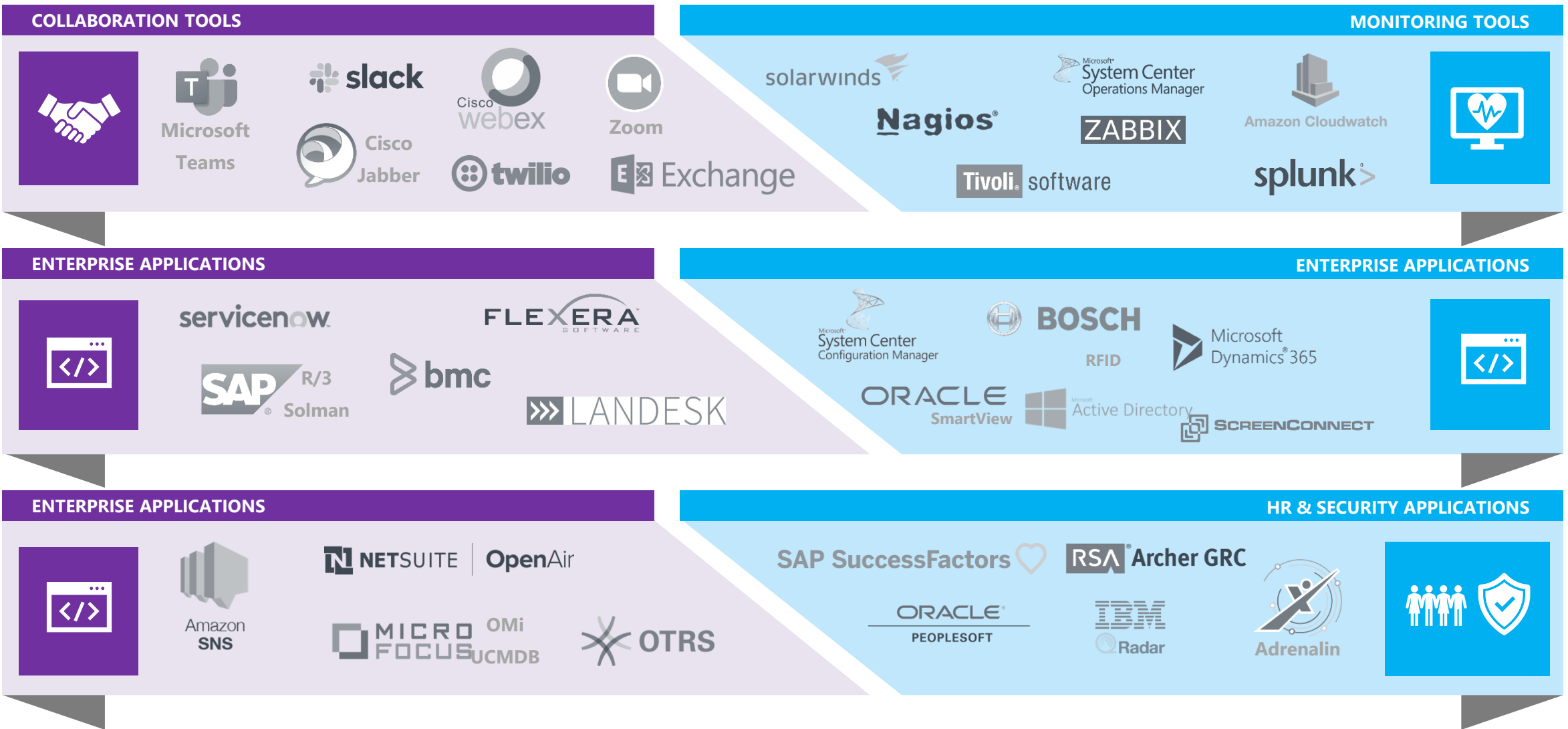
Accelerate the **resolution process** of major incidents by leveraging on **SUMMITAI's Major Incident Management process** with automatic virtual war room setup and notifications to the relevant stakeholders



# APPLICATION ARCHITECTURE



# SUMMITAI OUT-OF-THE BOX INTEGRATIONS

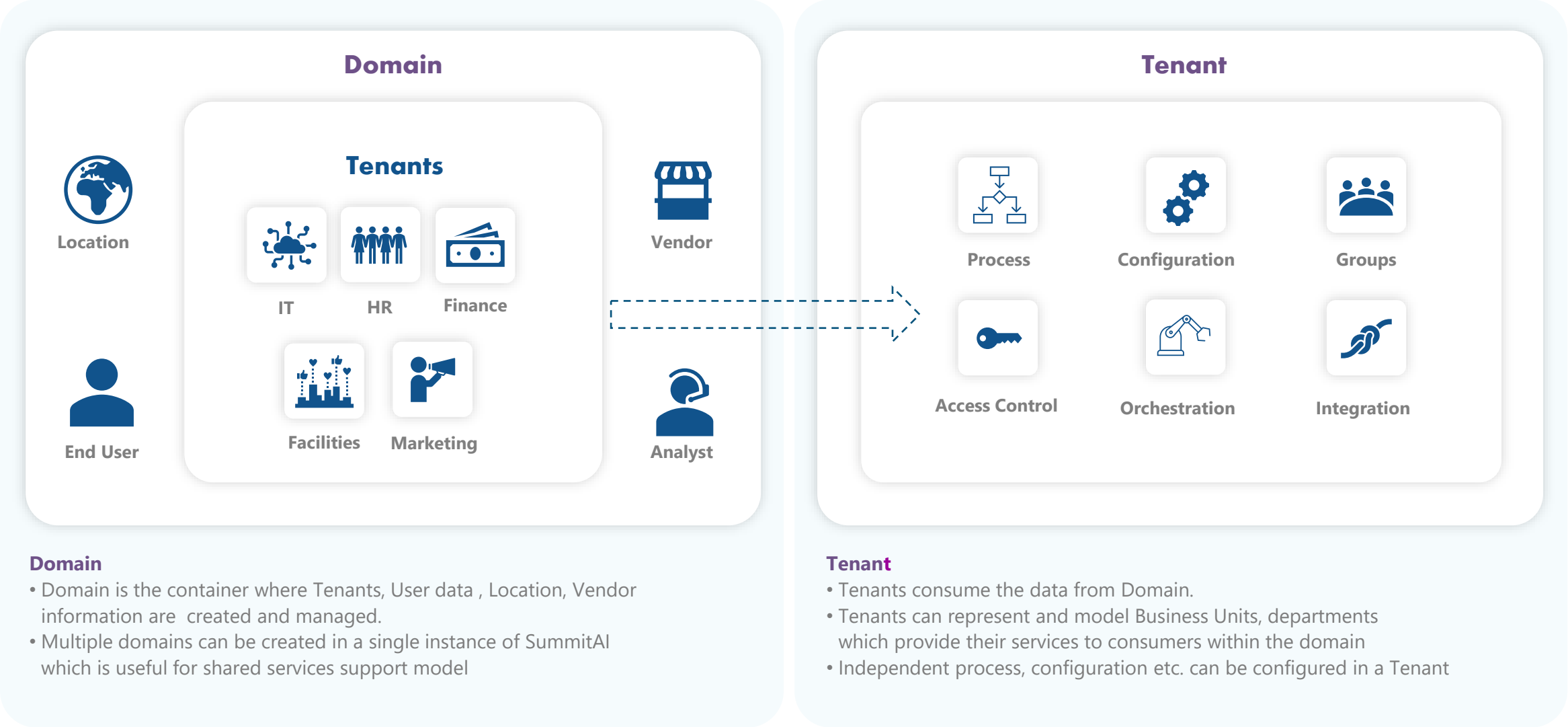


# EXTERNAL WEBSERVICES



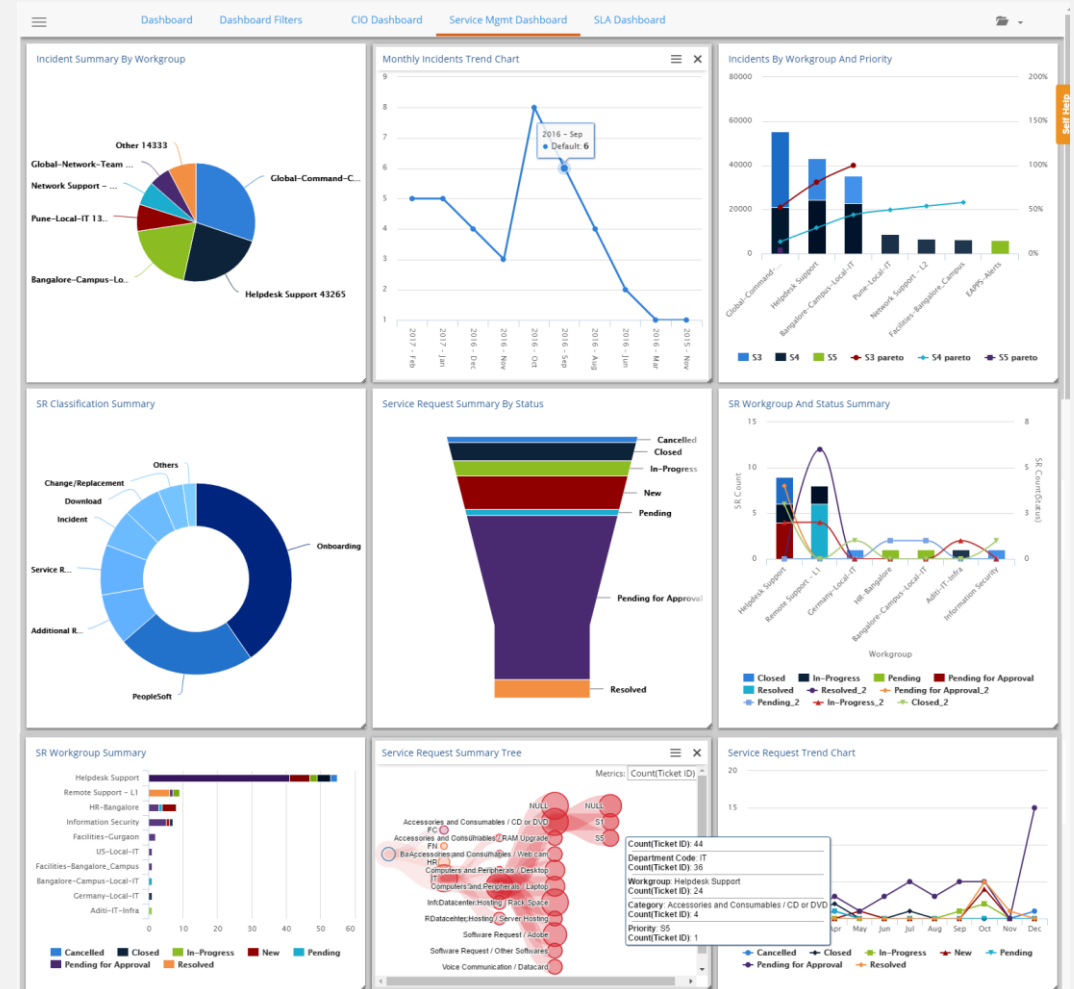
- Field mapping
- Periodic push and pull from SummitAI tables and third- party tables
- Ability to view the queue
- Minimal Development effort from third party, just publish the API
- Ability to debug and retry failed transitions
- Notifications to users in case of failures of transactions

# MULTITENANCY – DOMAIN AND TENANT



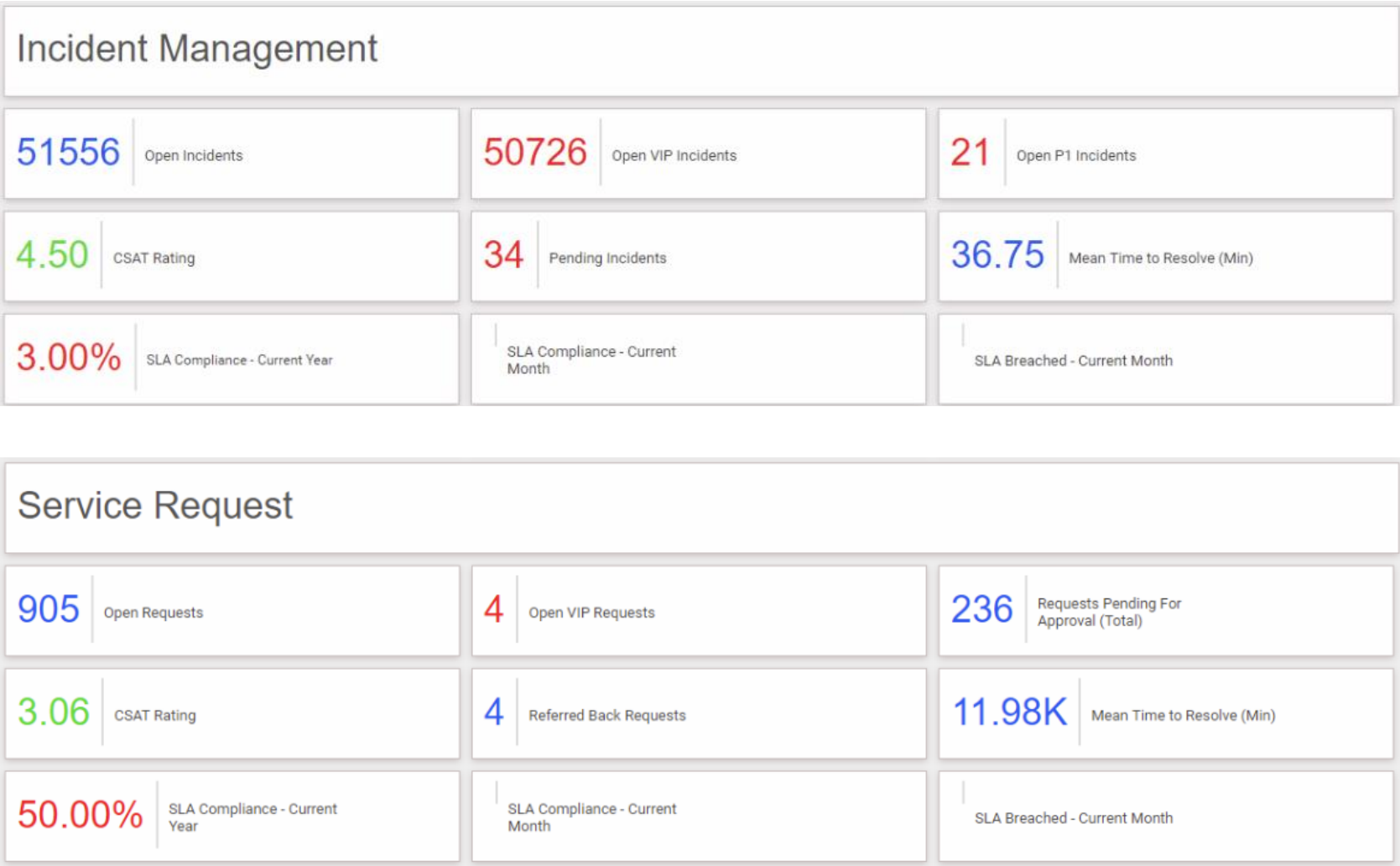
# BUSINESS INTELLIGENCE (BI ENGINE)

- 150+ Metrics across different modules!
- Tab based Dashboards with an option to define custom tabs and metrics from SUMMITAI Dashboard Designer!
- Different types of reports in a single pane of glass to enable informed decision making!
- Range of Reports including SLA Reports, Trend Reports, Compliance Reports, CSAT Analysis, Performance Analysis, Volumetric Analysis, Aging Reports, Top Drivers & many more!
- Integration Connectors with Power BI, Graphana

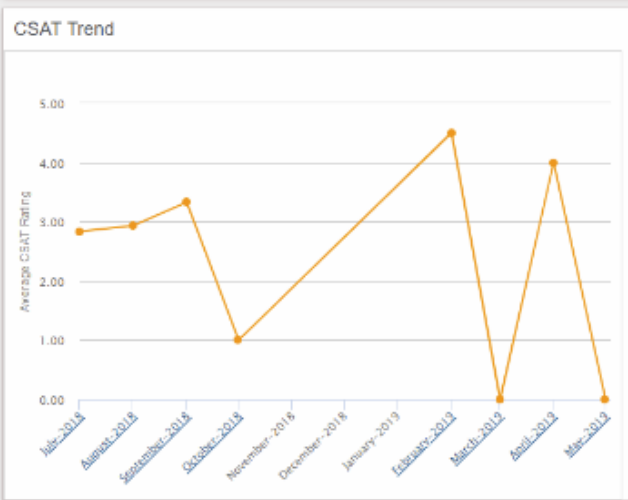




# EXECUTIVE DASHBOARD - OVERVIEW

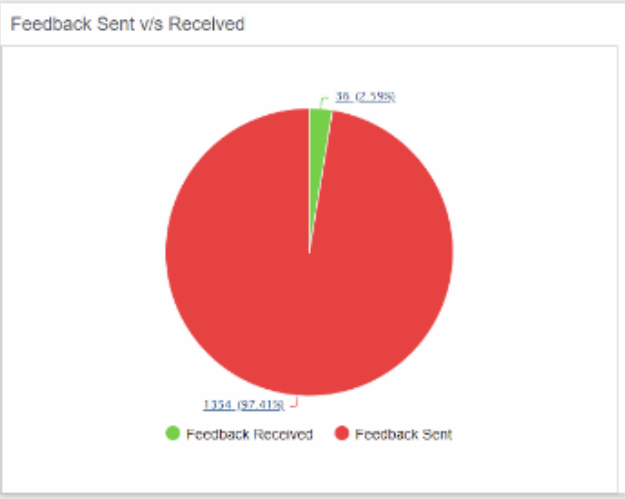
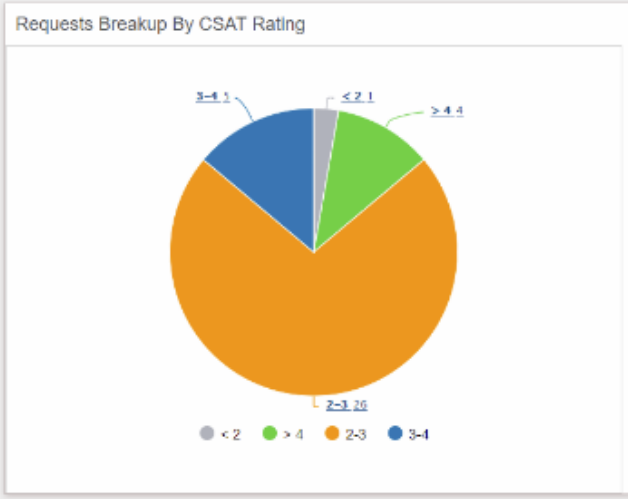


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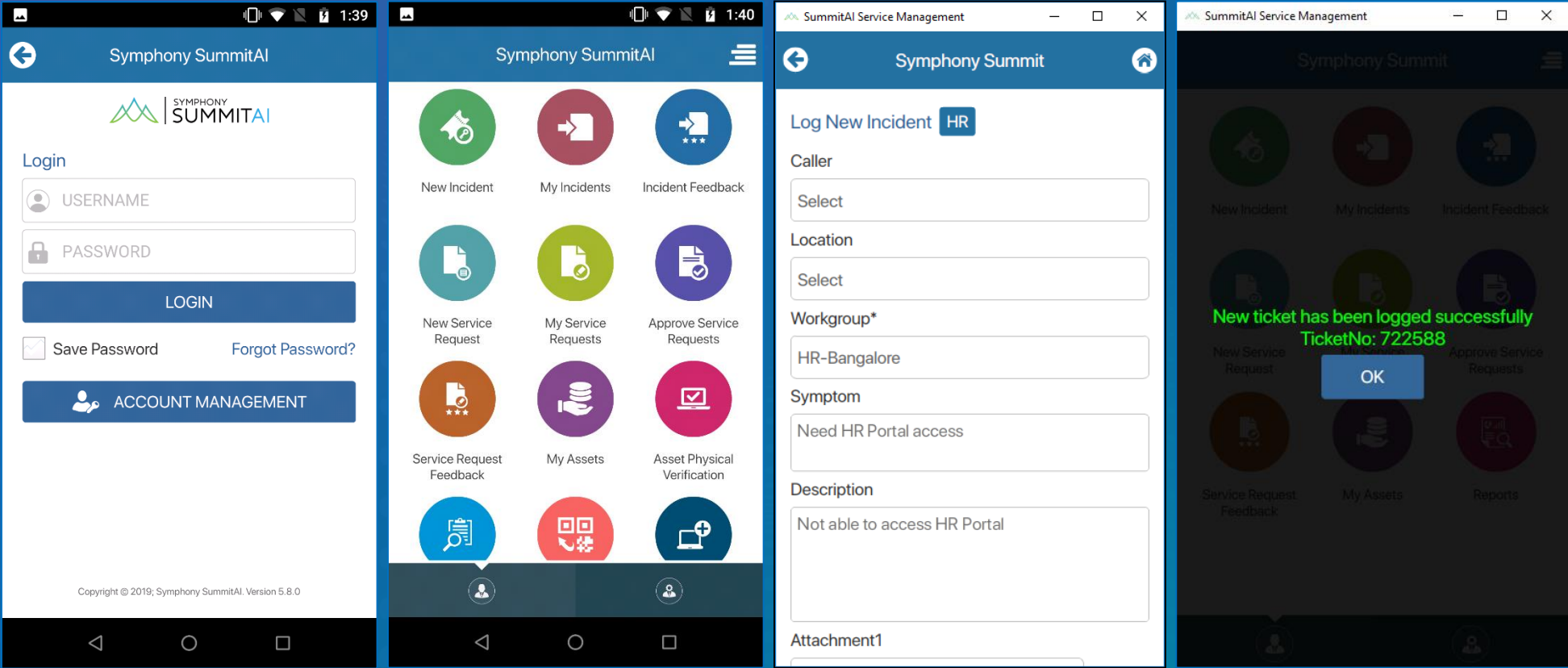


Top 10 Analysts | Customer Feedback

Rank	Analyst Name	CSAT Rating
1	Charanya	4.10
2	Gautam Bhat	4.00
3	Megha natra	3.20
4	Neha S	3.10
5	Manish KK	3.00
6	Asset Approver_New	3.00
7	Nischitha	2.90
8	Ranjini	2.90
9	Neha Kumar	2.80



# MOBILE APP





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[www.symphonysummit.com](http://www.symphonysummit.com)





Welcome, Fredrick Norton  
Start a new issue or request here:

Search Incidents, Requests, Or Knowledge Records. Log Issues/Requests.



Log Finance Case

Finance Queries



Request Finance Service

New Request



Solve It Yourself

Knowledge Records



View Assets

My Assets



2



## Recent Issues

My salary is not credited	New
PF Amount not reflecting in th...	New
Payroll portal is not working	New
Not able to download IT Form	New
Reimbursement Issues	New

See All Issues

## Recent Requests

Form 16A	New
Reimbursement Payment	New
Provident Fund	New
Payroll	New
Income Tax Returns	New

See All Requests

## Bulletin Board

No Data

## Your Feedback

We want to hear from you to help you better

15

Pending Incident  
Feedback

66

Pending Request  
Feedback