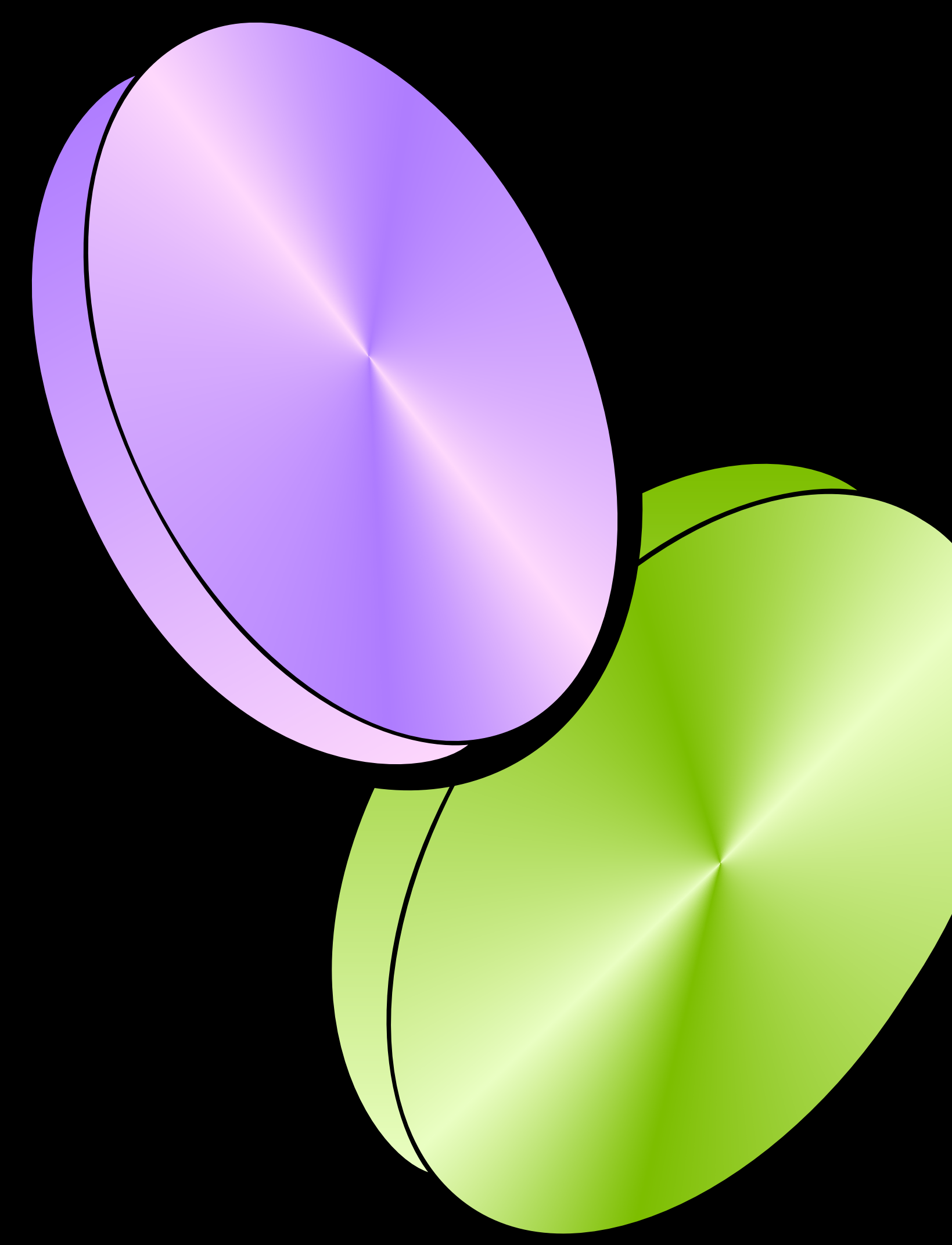




Gen AI Powered Service Desk Super Augmentation

Save 40% cost yearly right after implementation



The Problem

Organizations across industries grapple with inefficient support workflows, leading to prolonged resolution times, dissatisfied customers, and escalated operational costs. Siloed systems and manual processes hinder collaboration and scalability, while the lack of automation limits responsiveness to customer needs. This fragmentation not only strains resources but also compromises service quality, undermining competitiveness in the market.

The Solution

SuperDesk offers a comprehensive solution to these challenges by seamlessly integrating with existing platforms and introducing advanced automation capabilities. Through streamlined workflows and AI-driven chatbots, SuperDesk accelerates incident resolution, reduces operational overhead, and ensures round-the-clock support coverage. By centralizing support operations and fostering continuous improvement, SuperDesk empowers organizations to deliver exceptional service experiences, enhance productivity, and stay ahead in today's dynamic business landscape.

65%

Improved Productivity

85%

Response Accuracy

350k

Incidents Handled Touch-less Everyday

Built With



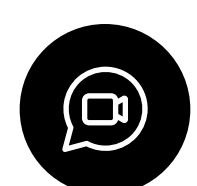
Integrates With



Interfaces With

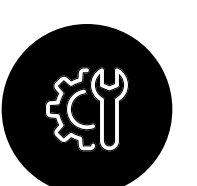


Key Features



Meeting you at your Service Desk

SuperDesk meets you where you are whether its ServiceNow, Jira, ZenDesk and more. Integrate with your existing platforms to get increased ROI from the services you're already using.



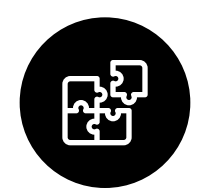
Customer Service Assistance

Integrate SuperDesk into your customer facing workflows to act as a sales assistant providing better support to potential leads or as a customer service representative (CSR) in customer servicing workflows to surface updates and product support from various systems



Support Workflow Automation

Enable your virtual agents to conduct thorough knowledge base searches across enterprise applications from the ticketing platform to your CRM, and custom sources, ensuring accurate, permission-aware insights, and customized experience for your organization.



Platform Agnostic Integrability

SuperDesk is built on top of platforms you're already using like Microsoft and Databricks and integrates with existing databases and applications in your ecosystem.



Incident Management Automation

Automate your entire Incident Management process with SuperDesk right from intake to triage to Service Desk centric resolution.



Knowledge-base Augmentation

Realtime updates to your knowledgebase while incidents are being triaged and closed to ensure your knowledgebase is being kept up to date.

SuperDesk Use Cases

Employee Service Desk

IT Service Desk

SuperDesk streamlines IT support operations, enabling efficient incident management, and software license provisioning.

Application Knowledge-base

SuperDesk facilitates real-time updates to knowledge bases, ensuring that employees have access to the latest information and resources.

Enterprise Wide Search

SuperDesk provides a centralized platform for enterprise-wide search, allowing employees to quickly access relevant information across various systems and databases.



Customer Service Desk

Customer Service Assistant

SuperDesk acts as a virtual customer service representative, providing personalized support to customers and addressing their inquiries and concerns.

Sales Assistant

SuperDesk assists sales teams by providing real-time product and service information, enhancing customer interactions, and driving sales.

Human Centric AI Assistant

SuperDesk leverages AI technology to augment human agents, enabling them to deliver faster, more accurate responses and improving overall customer satisfaction.

