

Datasheet

Apex Enterprise IT Copilot

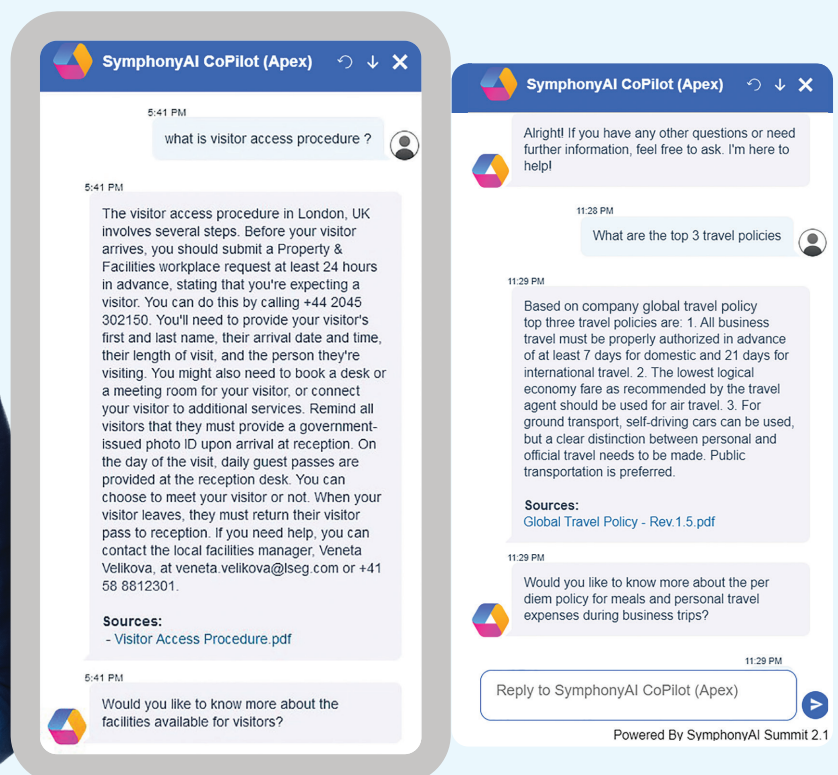
Your AI Service Copilot

Resolve issues faster, deliver superior experience, and improve performance using generative AI.

Increased Efficiency : With the Enterprise IT Copilot, employees will be empowered to solve routine (and annoying) issues that waste time and sap productivity. And when issues need that human touch, copilot will ensure continuity, rapid issue resolution, and the elimination of wasted effort.

Improved Experiences : Eliminate interruptions and maintain uninterrupted business. By instantly resolving employee issues or providing proactive support, you are delivering better employee experience and contributing to the growth of your organization and its overall success.

Maximized Management : Identify trends and strategic issues you might otherwise miss. Whether its identifying recurring issues, recommending solutions, determining the root cause of major issues, the Enterprise IT Copilot will help everyone from help desk managers to CIOs to make better and faster decisions every day.

SymphonyAI CoPilot (Apex)

5:41 PM

what is visitor access procedure ?

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The visitor access procedure in London, UK involves several steps. Before your visitor arrives, you should submit a Property & Facilities workplace request at least 24 hours in advance, stating that you're expecting a visitor. You can do this by calling +44 2045 302150. You'll need to provide your visitor's first and last name, their arrival date and time, their length of visit, and the person they're visiting. You might also need to book a desk or a meeting room for your visitor, or connect your visitor to additional services. Remind all visitors that they must provide a government-issued photo ID upon arrival at reception. On the day of the visit, daily guest passes are provided at the reception desk. You can choose to meet your visitor or not. When your visitor leaves, they must return their visitor pass to reception. If you need help, you can contact the local facilities manager, Veneta Velikova, at veneta.velikova@lseg.com or +41 58 8812301.

Sources:
- Visitor Access Procedure.pdf

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Would you like to know more about the facilities available for visitors?

SymphonyAI CoPilot (Apex)

Alright! If you have any other questions or need further information, feel free to ask. I'm here to help!

11:28 PM

What are the top 3 travel policies

11:29 PM

Based on company global travel policy top three travel policies are: 1. All business travel must be properly authorized in advance of at least 7 days for domestic and 21 days for international travel. 2. The lowest logical economy fare as recommended by the travel agent should be used for air travel. 3. For ground transport, self-driving cars can be used, but a clear distinction between personal and official travel needs to be made. Public transportation is preferred.

Sources:
Global Travel Policy - Rev.1.5.pdf

11:29 PM

Would you like to know more about the per diem policy for meals and personal travel expenses during business trips?

11:29 PM

Reply to SymphonyAI CoPilot (Apex)

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Transforming work with persona-based Copilots purpose-built for enterprise it

Three personas. Three copilots. One architecture: The IT operations, management, and support lifecycle is complex. The employee (user), the service desk/help desk agent, and management all have essential roles to play. We've built customized copilots to meet each of their needs, but on a common data and knowledge platform — with the targeted layers of access control that a true enterprise copilot demands.

Supercharge your existing IT operations & Support stack: You've made investments in your IT operations and Support stack — and you need your copilots to work seamlessly across it. The Copilot processes data from multiple sources beyond ITSM, such as HRMS, Intranet, Corporate Wiki, SharePoint, Google Drive, Azure Blob storage, among others, to provide intelligent advice and actions.

Exponential combination of Predictive and Generative AI: Our advanced system combines Predictive AI and Generative AI through an Agentic Architecture. This ensures that our copilots can handle complex tasks by fusing AI functions with APIs to access external data and automation functions. This unique approach enables it to deliver interactions that standalone generative AI cannot.

Scale your service desk like never before using the power of generative AI!



Knowledge Management for the enterprise: Accelerate and automate AI-enabled extraction of information from multiple sources across various departments or tenants of the enterprise, from IT to HR to finance and more.



Workload management for the enterprise: Optimize task distribution across various resources from various geographies within the enterprise.



Intelligent recommendation for solutions: Get recommendations of potential solutions for issues based on historical resolutions.



Automatic root cause analysis: Analyze vast amounts of issue data and correlate events to identify the root cause of an issue.



Works like a schedule assistant: Don't waste time finding a common time slot for meetings. Copilot finds the perfect time slot and sets up calendar invites so you can focus on productive jobs.



Enhance user experience: Get 24/7 support and swift resolution of IT issues, reducing downtime and increasing CSAT.



Go beyond with human assistance: Experience a seamless transition from an AI-powered chatbot to a live human agent during support interactions.



Enhanced outcomes with self-improvement: Get more refined results as the Copilot improves with every interaction. The continuous improvement cycle enables the Copilot to handle larger datasets.

SymphonyAI is a Gartner Customers' Choice, featured as a leader and significant player in many leading analyst reports. Leading global companies like KPMG, Toyota, Trellix, Ameritas, Hershey's, Smart & Final, are SymphonyAI customers. SymphonyAI can generate significant cost savings and a faster time to value compared to any leading players in the market.

Write to us at summit.sales@symphonysummit.com for demo