AutomationEdge Conversational IT

Smarter Conversations. Instant Resolutions.

www.automationedge.com | info@automationedge.com

Goodbye, IT Automation. Hello, Conversational IT.

AutomationEdge Conversational IT is a single pane window for personalized and instant support to employees' IT issues.
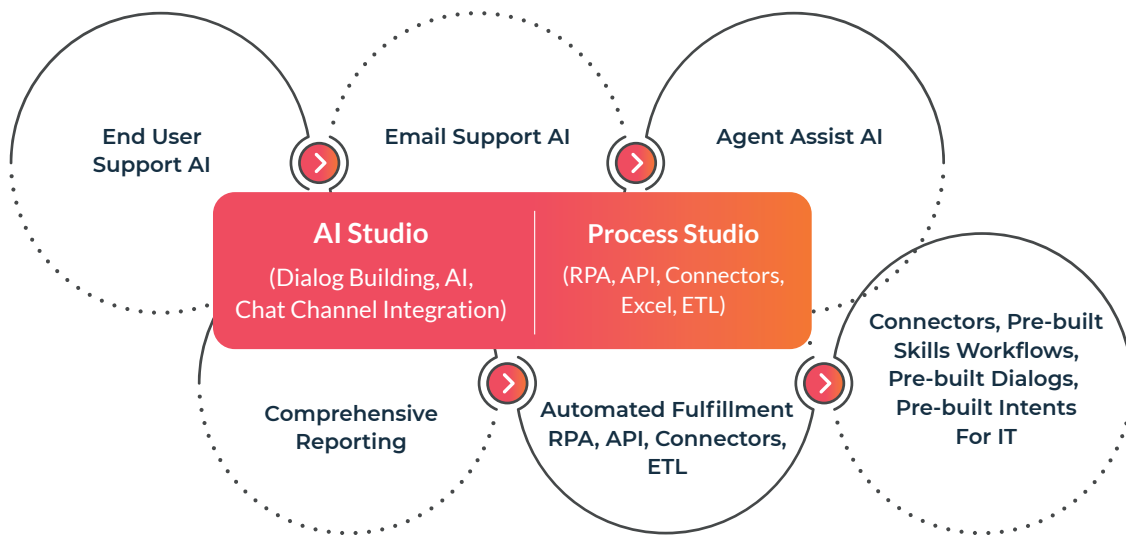
With the channel of your choice like MS Teams and Slack, AutomationEdge enable the employees for autonomous IT support.

The Powerful pre-built AI automates service fulfillment and does end to end automation with an autonomic resolution of the IT tickets, quicker than anyone else.

» Single pane window of IT support
» Your chat channel becomes service desk
» Plugs in to your organization seamlessly
» No additions to your tech stack
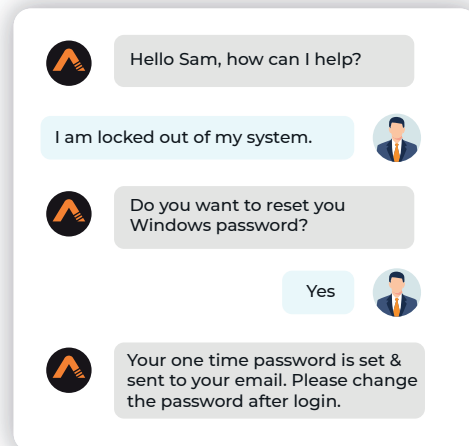» Powered by state of the art cutting edge technology

Conversational IT Components

End User Support AI

Email Support AI

Agent Assist AI

AI Studio
(Dialog Building, AI, Chat Channel Integration)

Process Studio
(RPA, API, Connectors, Excel, ETL)

Comprehensive Reporting

Automated Fulfillment RPA, API, Connectors, ETL

Connectors, Pre-built Skills Workflows, Pre-built Dialogs, Pre-built Intents For IT

Here's what Conversational IT gets you…. and we've only just begun

You lived in Chat, Now Work in Chat

Your favorite Chat channel is now your IT service desk too. With powerful AI Engine, any of your chat channels like MS Teams or Slack becomes the mode of ticket resolution.

Hello Sam, how can I help?

I am locked out of my system.

Do you want to reset you Windows password?

Yes

Your one time password is set & sent to your email. Please change the password after login.

Helps you help yourself

Self-service that understands the natural nuances of context and language allowing employees to resolve their own IT issues. Our 250+ ready to use IT skills makes it easy to adopt in any IT environment.

Get notified

Never miss out on tasks or events that nudge you to get going. It is your mandatory IT security training or license renewal of email clients, give reminder notifications before the event.

Agent assist saves the day

With the power of AI, service desk agent search and hone on customer queries with precision. It automatically provides suggested actions and knowledge articles for faster resolution.

Power of scale on demand

Your enterprise meets it with gusto because our platform scales and delivers without adding headcount with on demand. Scaling of AI bots provide uninterrupted availability of service.

75% Improvement In Customer Satisfaction Rating

90% Reduction In Employee Wait Time

50% Of Tickets With End-to-End Automation

New Revenue Channel Created With Conversational AI

About AutomationEdge

AutomationEdge is a leading Hyperautomation platform to provide both IT Process Automation and Robotic Process Automation (RPA) solution. It's highly advanced Intelligent Automation, brings together all the essential technologies required for enterprise automation like Artificial Intelligence, Machine learning, Chatbot, ETL, ready API integrations and IT Process automation. AutomationEdge help organizations automate their mundane, repetitive, rule based tasks across verticals whether it is front office, middle office or back office.

AutomationEdge is listed in major marketplaces like Salesforce AppExchange, BMC Marketplace, ServiceNow Store, Cherwell mApp Exchange.

Client Testimonial

We are very happy with automationEdge. It has helped us improve turnaround time (TAT) by 90% and above for many IT and HR requests. We have currently automated around 13% of our service desk tickets we are going to automate 100+ new use cases in next 6 to 9 months.

Venkatesha Murthy
VP - Technology, Mashreq Bank

Our Clients

AMERICAN EXPRESS | dLL financial solutions partner | ahli united bank | ICICI Lombard GENERAL INSURANCE | mashreq WE MAKE POSSIBLE | HDFC Life Sar utha ke jiyo! | ICICI PRUDENTIAL LIFE INSURANCE | BANCO PAULISTA

CAPITAL FIRST | Edelweiss Ideas create, values protect | Fullerton India | HDFC BANK | CAMS | IDBI FEDERAL In association with Ageas | DCB BANK | IndusInd Bank

AXIS BANK | YES BANK | SBI Life INSURANCE With Us, You're Sure | TVS CREDIT | OATS Accounting Simplified | ApolloMunich HEALTH INSURANCE | ADITYA BIRLA INSURANCE BROKERS | COTY

WEIR | AIRBUS | cadence | infor | Wilsonart | HERMÈS PARIS | Transport Sydney Trains | JSL Entender para Atender

ONS | DANONE | GENPACT GENERATING IMPACT | smart dubai gov | CUSHMAN & WAKEFIELD | sbt | etna | Servopa

Recognitions

HYPE CYCLE FOR I&O AUTOMATION 2021 GARTNER
REPORT ID: G00747580

HYPE CYCLE FOR I&O AUTOMATION 2020 GARTNER
REPORT ID: G00441834

HYPE CYCLE FOR PLATFORM AS A SERVICE 2020 GARTNER
REPORT ID: G00448128

MAGIC QUADRANT FOR RPA 2019 GARTNER
REPORT ID: G00379618

LEADER IN ZINNOV ZONES IT AUTOMATION 2020 ZINNOV

MAJOR CONTENDER IN PEAK MATRIX FOR RPA 2020 EVEREST