

Goodbye, IT Automation. Hello, Conversational IT.

AutomationEdge Conversational IT is a single-pane window for personalized and instant support to employees' IT issues.

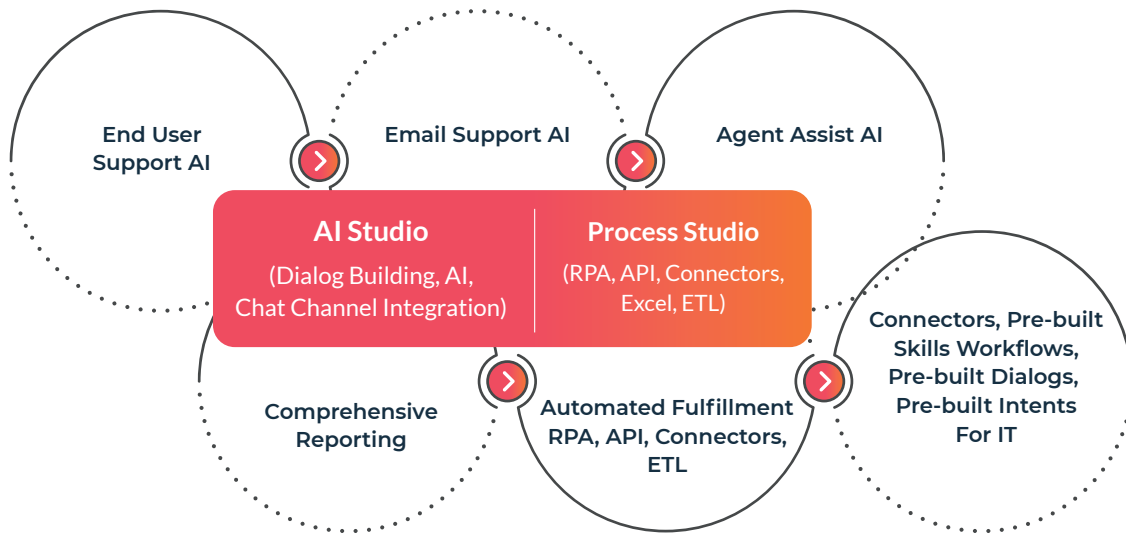
With the channel of your choice like MS Teams and Slack, AutomationEdge enable the employees for autonomous IT support.

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



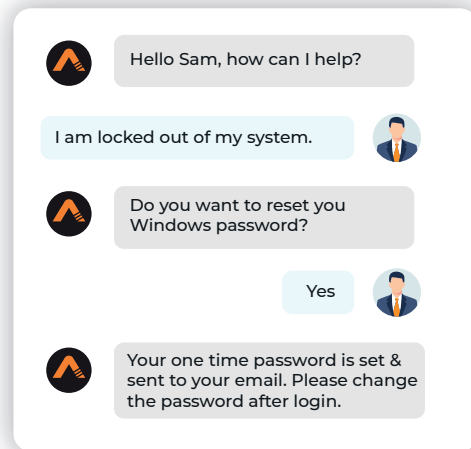
Conversational IT Components



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.



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.

Agent assist saves the day

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

Get notified

Never miss out on tasks or events that nudge you to get going. Generate alerts and notification for IT security training or license renewal of email clients, give reminder notifications before the event.

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 across the globe with end-to-end Conversational AI and automation capabilities. With Conversational IT Process Automation it automate repetitive processes and create fastest data processing, and Conversational AI for Omni-channel conversations

AutomationEdge has delivered innovative solutions to IT service providers globally, like Cadence, VBRCM, and Global Upside Cooperation, to name a few. It helps in automating repetitive business processes like service ticket resolution, network support, payroll management, employee onboarding-offboarding, security compliance management, and more.

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

250+ Organizations Trust AutomationEdge



Awards & Recognition

