

Agentic AI in ITSM

The Future of Intelligent Service Automation

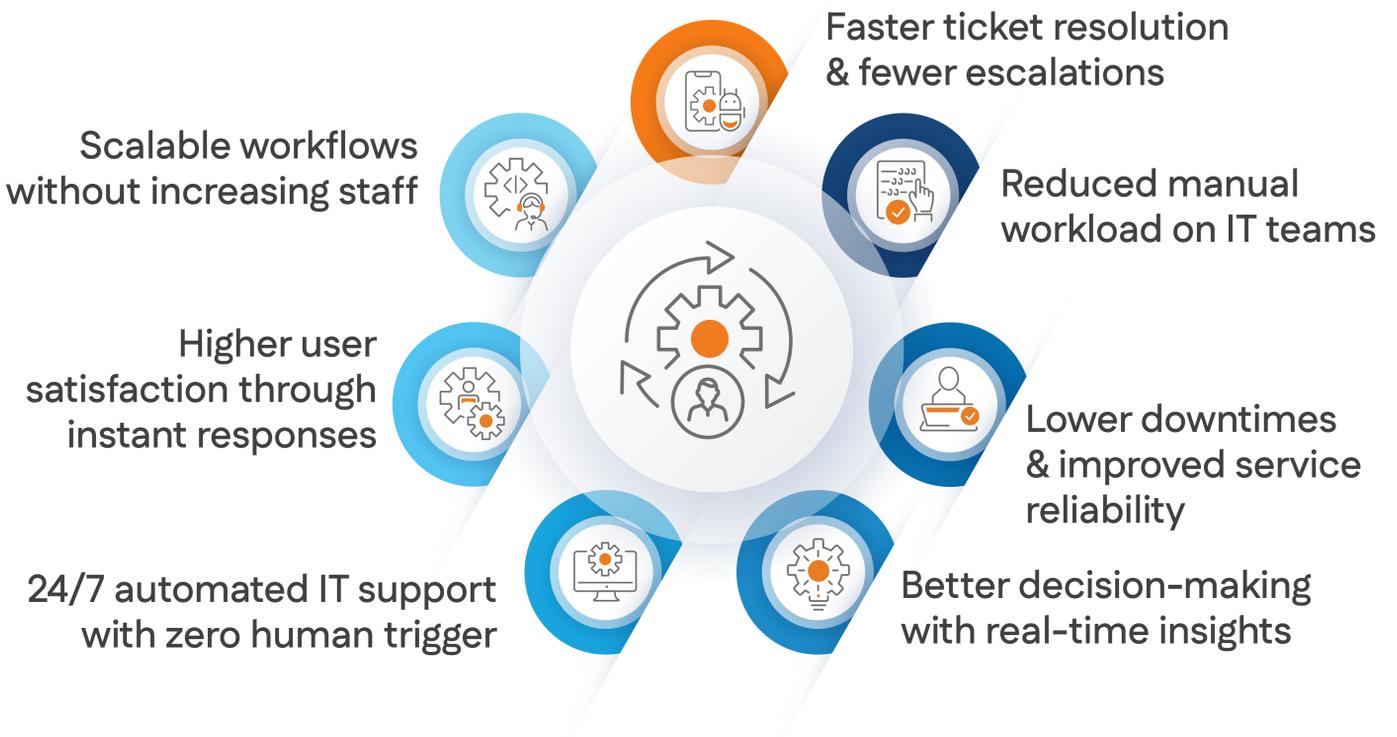


Agentic AI is reshaping modern IT operations by autonomously managing tasks that overwhelm service desks. Instead of manually resolving tickets, routing requests, or continuously monitoring systems, AI agents learn, decide, and act on their own. This shift accelerates incident resolution, strengthens system resilience, reduces operational strain, and frees IT teams to focus on innovation, paving the way for intelligent, self-running IT ecosystems. McKinsey estimates that generative and agentic AI will unlock \$2.6–\$4.4 trillion in yearly economic value, with ITSM emerging as one of the biggest beneficiaries of this transformation.

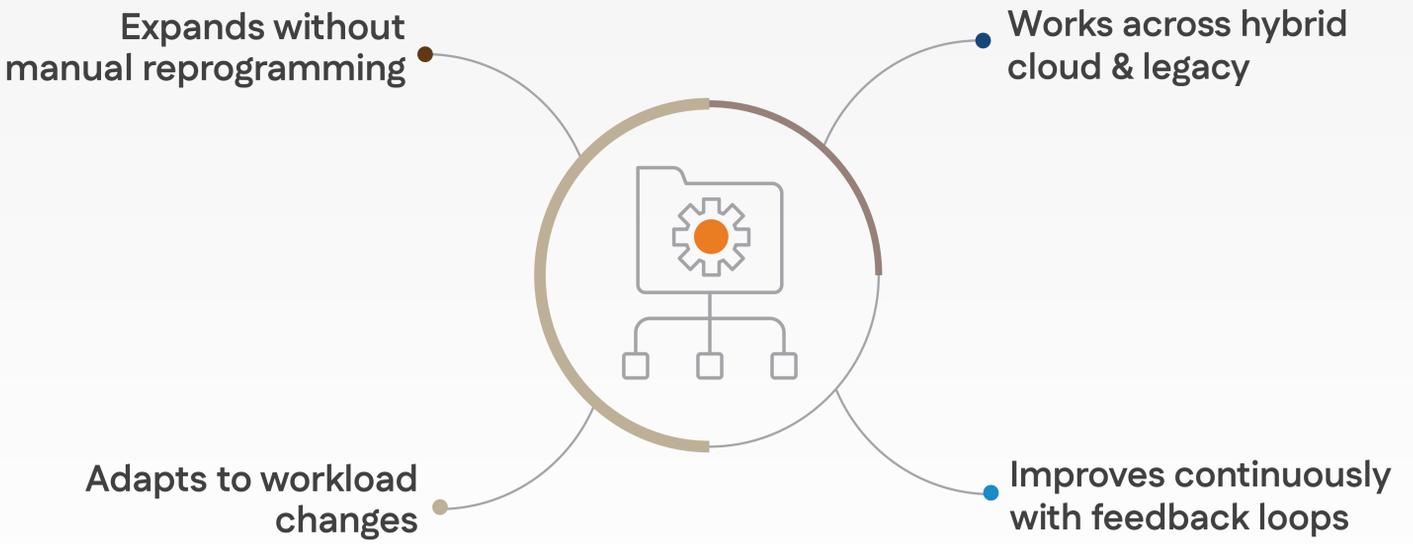
What Agentic AI Actually Does in ITSM?

- Reads and understands IT tickets, logs, and alerts like a human engineer
- Diagnoses issues and identifies root causes, not symptoms
- Picks the best resolution path based on past outcomes and policies
- Executes remediation tasks autonomously across IT systems
- Learns continuously to improve accuracy, speed, and reliability

Benefits of Agentic AI in ITSM



Scalability & Future-Readiness of Agentic AI in ITSM



Did You Know? (Agentic AI in IT)



- » 50%+ companies already use AI agents, and 75% plan to adopt them by 2024.
- » Agentic AI completes multi-step tasks with 75.3% accuracy, boosting IT service automation.
- » IT teams save up to 67% time on routine tasks like ticket resolution and incident handling.
- » 60% of ITSM professionals say Agentic AI will significantly improve customer satisfaction.
- » McKinsey estimates \$2.6–\$4.4 trillion yearly economic impact from generative and agentic AI, with ITSM as a major winner.

KPIs That Improve With Agentic AI

<p>Mean-time-to-resolution (MTTR)</p>	<p>Mean-time-to-detect (MTTD)</p>	<p>Ticket backlog %</p>	<p>Infrastructure uptime %</p>
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