

SysAid Agentic ITSM

Powered by AI Agents & AI Agent Builder

45% reduction in MTTR



Transform Everyday Tasks

Empower your team with AI agents that reason, decide, and take action on repetitive tasks through natural, conversational interactions, letting your team focus on high-value work.



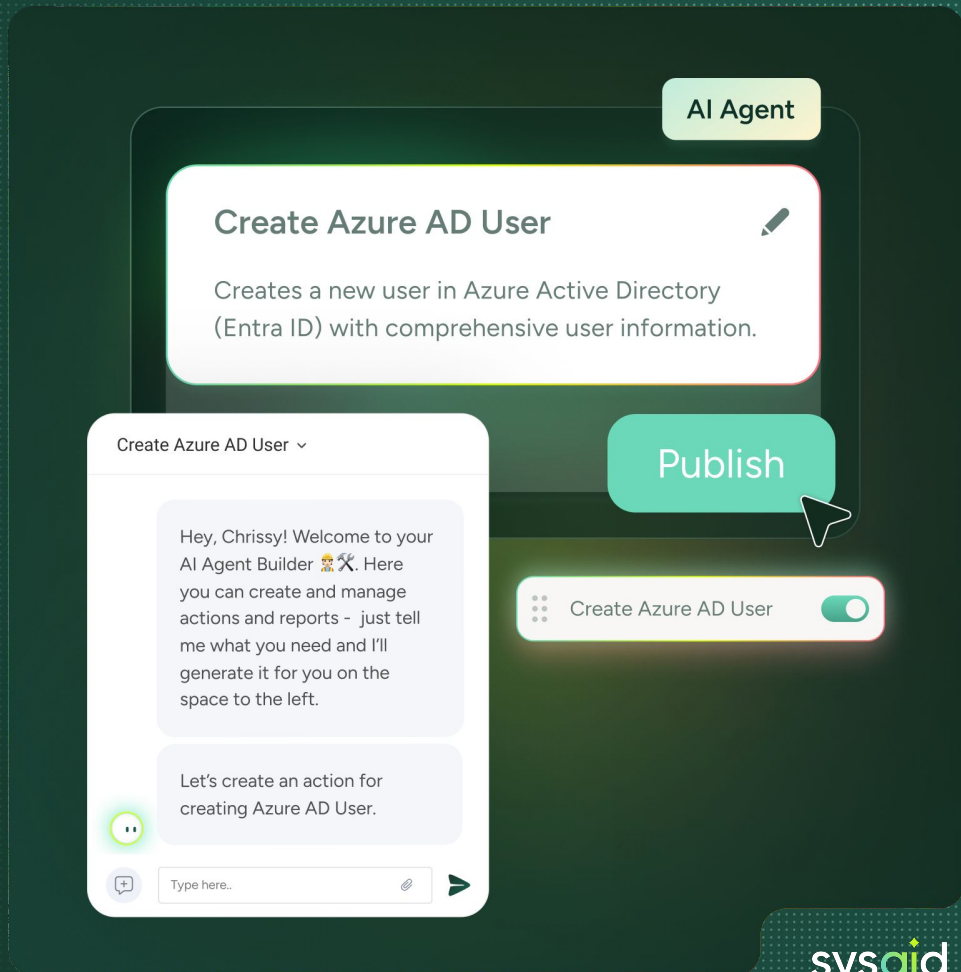
Tailored AI Agents

Design custom AI agents with our intuitive no-code AI Agent Builder. Whether you need low-agency task helpers or mid-agency problem solvers, you can shape AI agents to fit your unique workflows, and no extra implementation required.



Secure & Controlled

Stay in control of your AI agents' agency and decision-making power. Define what they see, what tools they use, and what actions they can take. With thorough testing, transparent behavior, and clear guardrails, you can scale confidently from first pilot to enterprise-wide deployment.



Prebuilt AI Agents

Access with SysAid Copilot

Purpose-built AI Agents are included in SysAid Copilot and accessible through AI Chatbots. Designed for IT agents and end users, they can be activated via shortcuts or conversationally to handle time-consuming tasks and deliver faster, higher-quality service.

Key Benefits

 Out-of-the-box, no extra implementation

 Stay in control who has access

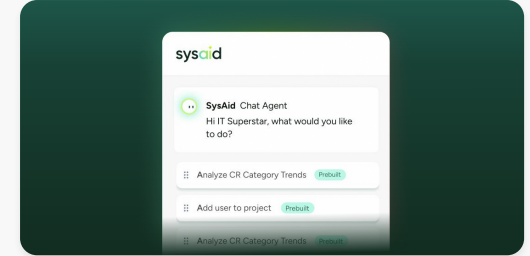
 Activate conversationally

 Work with your tech stack

Overview

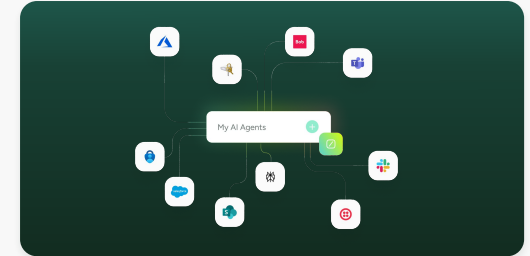
Internal AI Agents

A new approach to IT service management within your SysAid environment, designed to boost efficiency and streamline workflows.



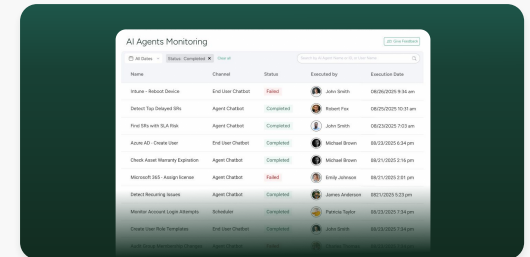
External AI Agents

Extend the power of AI agents across your tech stack with connections to third-party apps, unlocking capabilities beyond the SysAid platform.



AI Agents Monitoring Screen

All AI agent tasks, interactions, and user activity are automatically logged in one place, giving you full visibility into their performance.



Name	Channel	Status	Executed By	Execution Date
Intake - Robot Device	End User Chatbot	Failed	John Smith	06/06/2024 9:30 am
Select Top Requested Site	Agent Chatbot	Completed	Robert Price	06/05/2024 10:37 am
Visit Site with SQL Risk	Agent Chatbot	Completed	John Smith	06/05/2024 1:03 pm
Assign AD - Create User	End User Chatbot	Completed	Michael Brown	06/12/2024 4:34 pm
Check Asset Warranty Expiration	Agent Chatbot	Completed	Michael Brown	06/12/2024 2:16 pm
Microsoft 365 - Assign License	Agent Chatbot	Failed	Emily Johnson	06/12/2024 3:01 pm
Extract Resourcing Issues	Agent Chatbot	Completed	James Anderson	06/12/2024 3:23 pm
Monitor Account Login Attempts	Scheduled	Completed	Patricia Taylor	06/12/2024 1:34 pm
Create User Risk Template	End User Chatbot	Completed	John Smith	06/12/2024 1:34 pm
Build Group Communication Template	Agent Chatbot	Failed	John Smith	06/12/2024 1:34 pm

AI Agent Builder

Build your own AI agents

Create custom AI agents that act, automate, and solve issues for you without coding, and finally shift your ITSM from being reactive to proactive.

Key Benefits

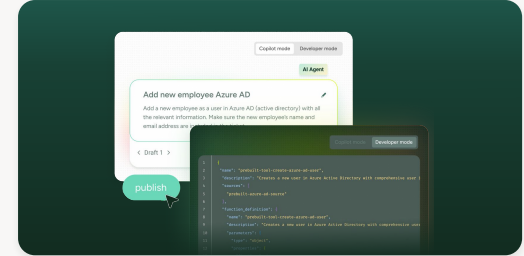
-  Intuitive & conversational
-  No-code Builder
-  Full code transparency
-  Built-in AI security controls

Chat with us to unlock

Overview

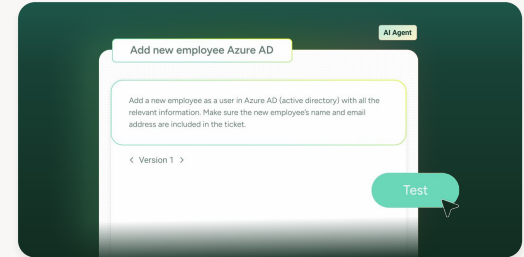
Create and Customize AI agents

Build your AI agents easily using a simple, conversational interface in Copilot Mode. Or jump into Developer Mode if you want to get more hands-on.



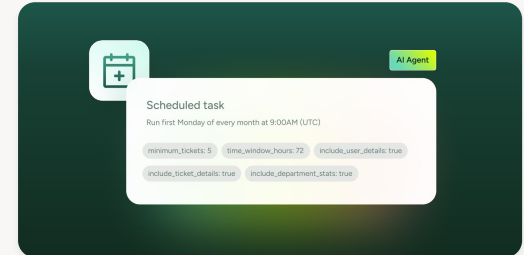
Test in Seconds, Launch with Confidence

Every new AI agent in SysAid is tested and approved by the AI Admin. Any deployment of untested code is blocked automatically.



Run your AI Agents on a Schedule

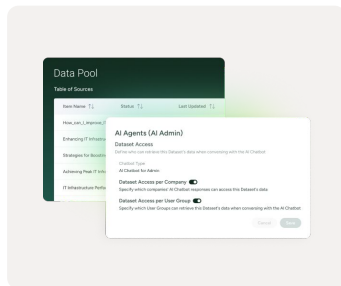
Set recurring tasks for your AI agents directly from the AI Agent Builder. Hands-free, hassle-free, and always on time.



AI Security & Governance

[Learn More](#)

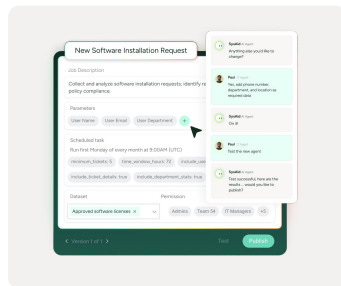
*Control what data goes in,
what it does, and who uses it*



Data Management

Have complete and total control of what the AI sees, learns from, and what actions it takes. All through your AI admin portal.

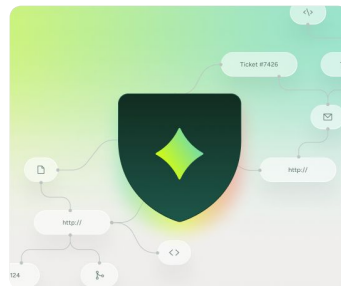
*Tailor to your will, and
your organization's needs*



Customizable Experience

Customize your AI's parameters and guardrails to ensure data security and privacy, and prevent unauthorized use of AI.

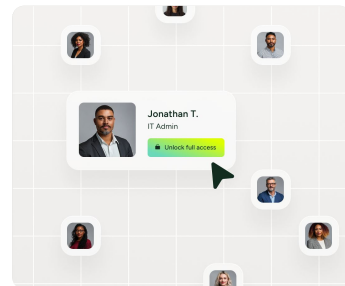
*Choose the AI model and
data sources*



AI Model Selection

Choose your preferred AI model provider, OpenAI or Azure OpenAI Services, and where your data resides.

*Decide who has access to
what*

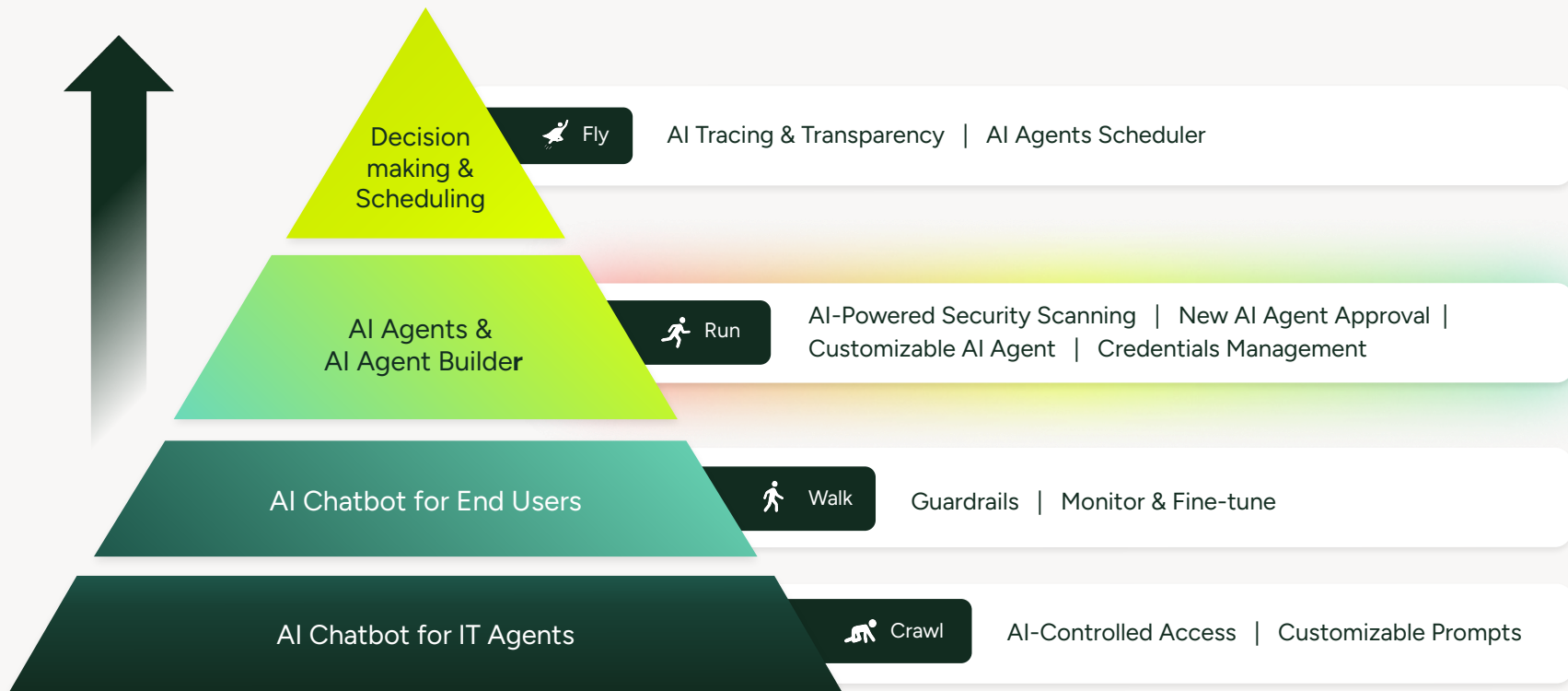


Access Management

Role-based access combined credential management controls ensure only the right people can access the right information.

The AI Adoption Framework

Powered by trust at every step, with customer success support guiding you throughout the journey



Free resource

Hands-On Sessions

SysAid Copilot Hands-On Workshop

SysAid Copilot Overview + AI Agents

- Discover how to leverage SysAid Copilot to provide 24/7 self-service support
- Learn the latest AI-powered service desk capability and step-by-step on how to optimize the End User Chatbot and Agent Chatbot together with AI Agents

Register now

AI Agents Lab

AI Agents & AI Agent Builder

- Interactive lab and a deep dive session on SysAid AI Agents and AI Agent Builder
- Learn step-by-step how to build, customize, and optimize them for smarter IT automation

Register now

Free resource


Exclusive to
SysAid
Customers

AI Admin Certification Program

[Learn More](#)

Upskilling IT to harness the power of AI-driven service desk | 350+ Certified AI Admins

Level 1

AI Fundamentals for Agents

- Gain a solid foundation in Generative AI
- Understand the power of Large Language Models

[Register now](#)

Level 2

AI Administration for Advanced Users

- Dive deeper into SysAid Copilot with no-code customization
- Optimize user experience, ticket management, and performance measurement

[Register now](#)

Level 3

Agentic AI Fundamentals

- Core concepts & practical applications
- Building and deploying Agentic AI
- AI Agents security & privacy controls

[Register now](#)