

SysAid Copilot

Improve Organizational
Productivity by 35%

◆ Cutting-edge Generative & Agentic AI

Empower IT pros, transform the employee experience, and boost productivity with zero setup required.

▶ Seamless Service Delivery

SysAid Copilot balances end-user satisfaction with IT efficiency, providing seamless support within their workflow so users get back to what matters faster with fewer disruptions.

🎧 24/7 Support, 365 Days a Year

Deliver self-service, conversational support around the clock. End users resolve issues independently, and agents are freed from repetitive tasks.

Paul's active service records AI Chatbot

ID	Type	Description	Priority	SLA
1305647	Incident	I'm locked out of my 360 account.	Medium	2h 15m
8759614	Request	Access to Salesforce - New Hire	Low	24h 17m
2648315	Incident	Getting a VPN error	Low	2h 13m
1730254	Incident	Adobe password change	Urgent	2h 02m
1302052	Request	An offline laptop for security sensitive...	High	Set Date
3154550	Request	Help me, my Google account is locke...	Medium	1d 2h 03m

Adobe password change, impossible to log in and use the software.

The ticket is regarding change in marketing user accounts, that led to multiple notifications. The concern loss of access.

Requestor AI Emotion: 😐 Neutral

SysAid Copilot

For end users

Exceptional 24/7 Support

Experience intuitive assistance with our AI Chatbot for End Users, available around the clock. Enhance customer satisfaction and help users get back on track faster.

Key Benefits



Instant Access



Intuitive & Conversational Support



Frictionless Ticket Creation

Core Features

AI Agents **New**

Running seamlessly in the background, AI Agents proactively detect, assist, and resolve issues faster than ever—no tickets, no waiting, just instant support.

Image Analysis

Upload screenshots or photos of issues directly through our AI Chatbot, Microsoft Teams, or AI Emailbot to get instant, actionable resolutions.

Microsoft Teams Integration

Provide instant access to answers, support, and ticket submission in the flow of work.

Response Rating

Collect end-user feedback to improve response accuracy and empower users to self-serve more effectively.

AI Intelligent Categorization

Create a service record that automatically generates a ticket, with the description filled in and issue category identified based on the context you've shared with the AI Chatbot – all in one click.

AI Emailbot

Email IT as usual, and our AI Emailbot will automatically create a ticket, providing instant, context-sensitive responses for a seamless support experience.

Multi-language Support

Allow end-users to submit issues in their native language and receive support in the same, creating a more personal and seamless experience.

SysAid Copilot

For Agents Overview (1/2)

Boost Efficiency and Productivity

Accelerate first contact resolution, deflect tickets, and improve team morale. Seamlessly integrated into your service desk queue, it empowers service agents to deliver their best work effortlessly.

Key Benefits

- ◆ Empowered Super Agents
- 💡 Reliable & Contextual Solutions
- 😊 Enhanced CSAT
- 🔄 Scale Your Service

Core Features (1/2)

AI Chatbot for Agents

Transform service delivery and management with an agent chatbot that helps agents prioritize tasks based on ticket rules, instantly create tailored replies, and send quick updates or requests directly from the ticket

AI Agents **New**

Leverage ready-to-use, purpose-built AI Agents at your fingertips, accessible through shortcuts or a conversational interface, designed to tackle the most time-consuming tasks.

Data Pool

Access answers from an agent-specific database for faster resolutions and standardized support, reducing reliance on key individuals. The Datapool can be configured to grant different chatbots access to specific datasets for enhanced control and privacy.

AI Connections **New**

Enable prebuilt and custom AI Agents to effortlessly connect with external apps via the open API, automating tasks and optimizing workflows for enhanced efficiency.

Image Digest **New**

Enhance the AI Chatbot for End Users by incorporating relevant images from documents into responses, providing visual context for clearer and more efficient support.

AI Agent Builder **New**

Customize prebuilt AI Agents or create from scratch with an intuitive, conversational, no-code experience that enables AI admins to design, configure, and deploy AI solutions that align with your business needs.

SysAid Copilot

For Agents Overview (2/2)

Boost Efficiency and Productivity

Accelerate first contact resolution, deflect tickets, and improve team morale. Seamlessly integrated into your service desk queue, it empowers service agents to deliver their best work effortlessly.

Key Benefits

- ◆ Empowered Super Agents
- 💡 Reliable & Contextual Solutions
- 😊 Enhanced CSAT
- 🔄 Scale Your Service

Core Features (2/2)

AI Author

Refine messages with preferred tones, structures, and styles for clarity. Inline editing is available with a simple click, directly from the queue or while composing messages.

AI Emotion

Enable agents to quickly understand end-user sentiment, allowing them to prioritize tickets effectively and ensure customer satisfaction.

AI Case Summarization

View real-time ticket summaries for quick context. Key details are displayed upfront, enabling faster issue resolution without the need to dive into each ticket.

Multi-language Support

Provide solutions in users' native languages. Users can submit issues in their preferred language while agents respond in theirs, ensuring a personal and effortless experience.

AI Intelligent Categorization

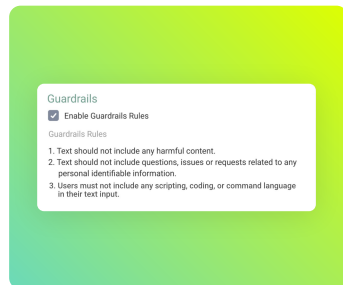
Classify tickets according to your company's specific rules. Update categories and subcategories with a single click or let AI handle it automatically, giving you full control over your ticket organization.

AI Asset Management

Access insights on assets linked to a ticket and view related issues in the queue. Review warranty expiration, impacts, status, software details, and ownership to streamline issue management and resolution.

SysAid Copilot Data Integrity and Generative AI Accuracy

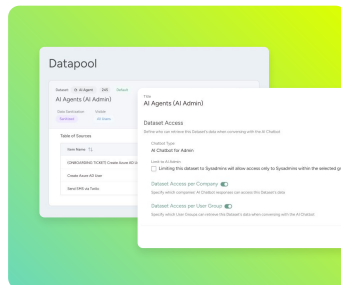
Power, Security, and Control



Guardrails

Ensure complete visibility into AI interactions while enforcing strict usage policies. Your data stays secure, industry regulations are met, and you control what information is shared.

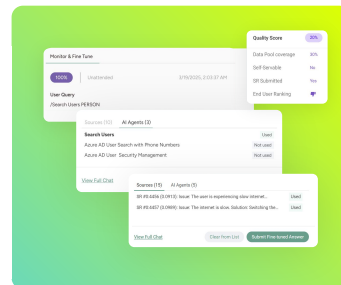
Knowledge at Your Fingertips



Datapool

Leverage past tickets, public sources, your knowledge base, and internal documents. Enjoy seamless SharePoint integration, while maintaining full control over the Data Pool for accurate, relevant answers.

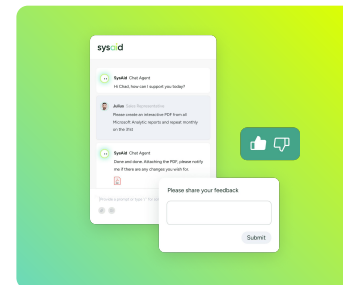
Quality Control for AI Chatbot Interactions



Monitor & Fine-Tune

Empower agents to oversee AI chatbot quality with a built-in quality scoring system. Quickly review, generate content with AI Author, refine, and validate responses to ensure top-tier service every time.

Rate and Refine Chatbot Responses Instantly



Response Rating

Gather insights from the AI chatbot with simple thumbs-up or thumbs-down ratings. A feedback box lets users share more details to help improve the chatbot experience.

SysAid Copilot Make Better Decisions with AI Insights



AI Insights

Ensure complete visibility into AI interactions while enforcing strict usage policies. Your data stays secure, industry regulations are met, and you control what information is shared.



AI Usage Dashboard

Shows you exactly how SysAid Copilot is transforming your service desk. Monitor the adoption of AI features and see exactly how many tickets are AI-contained.



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 | 300+ 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 • New!

Agentic AI Fundamentals

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

[Register now](#)