



# SysAid Spaces

## Your Go-To AI-Powered ITSM Solution

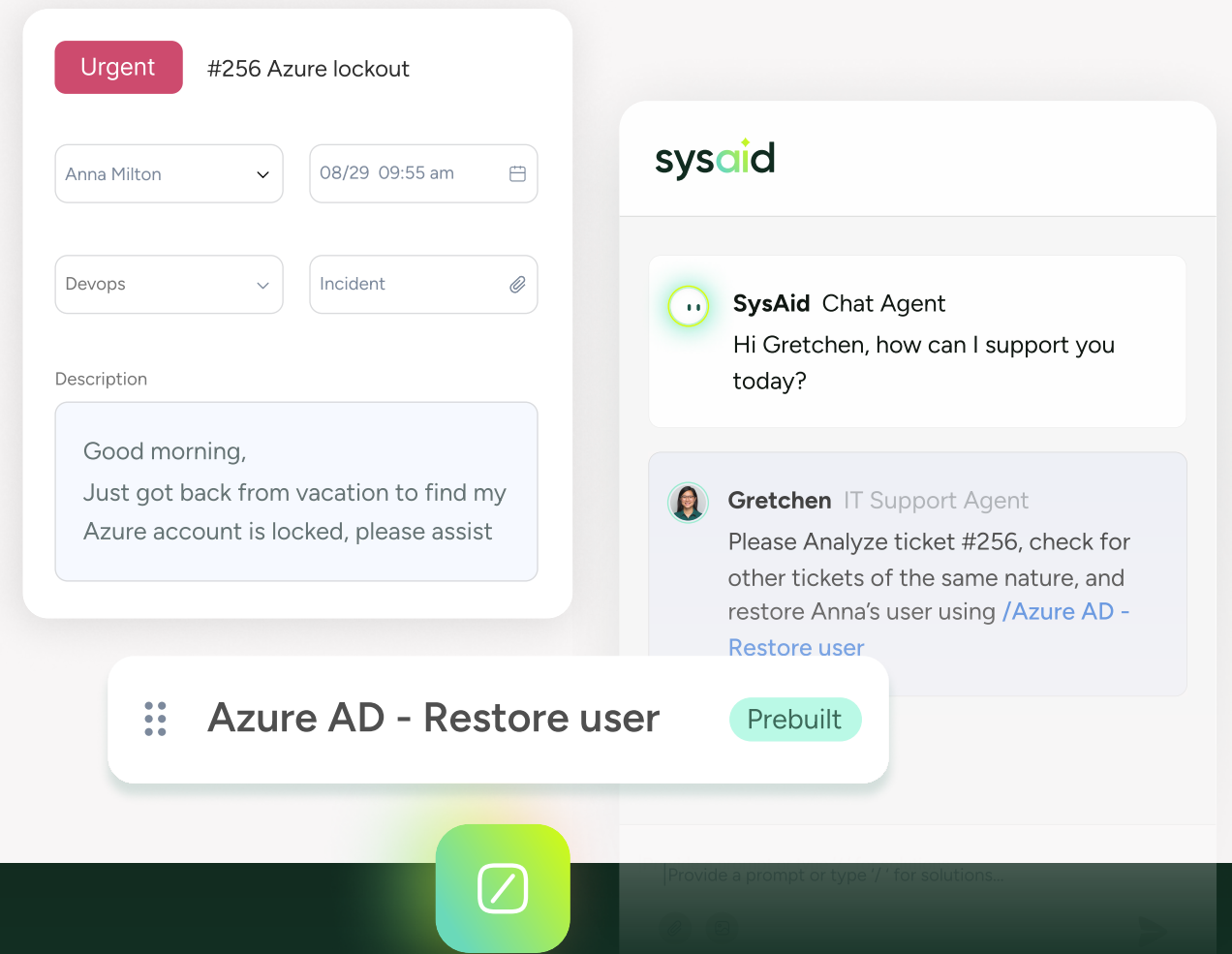
SysAid Spaces streamlines the entire ticketing process, letting you focus on what matters most. AI handles the IT headaches, freeing you up for other priorities. Enjoy a user-friendly interface, gain actionable insights for smarter decisions, and experience seamless integration with your existing tools.





# *Boost Performance* with SysAid Spaces

Meet SysAid Spaces, our cutting-edge ITSM platform: It's designed to streamline and supercharge your service management. How? By combining an intuitive UI with AI-driven efficiency and BI Analytics, it's all you need to boost performance, skyrocket productivity, and deliver results that matter.



## *Level Up* Your Service Desk



### Get up and running fast!

SysAid Spaces transforms your IT world quickly and affordably, with productivity gains you'll see right away.



### Fix things faster!

See everything in one place, with a clear view of tickets and queues, so you can resolve issues quicker.



### Work smarter, not harder!

SysAid Spaces streamlines teamwork and keeps everyone on the same page with accurate service desk info.



### Easy as pie!

No coding needed. Create custom views and templates in minutes with simple drag-and-drop functionality.



# SysAid Spaces *Key Features*



## *AI Chatbot for Agents*

Simplify your agents' day with our AI chatbot. Powered by Gen AI, it provides quick answers and automates repetitive tasks, helping agents work more efficiently.



## *Bulk Actions*

Need to assign a bunch of tickets at once? Bulk Actions lets you tackle them all together, saving you a ton of time.



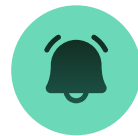
## *Inline Editing*

lets you make quick changes directly from the queue, without needing to open a separate screen.



## *Queue View*

allow admins to tailor the ticket queue display according to their specific preferences and needs.



## *Real-Time Data Updates*

Enjoy a seamless user experience with instant ticket information, ensuring you always have the most current data at your fingertips.



## *Locked Tickets*

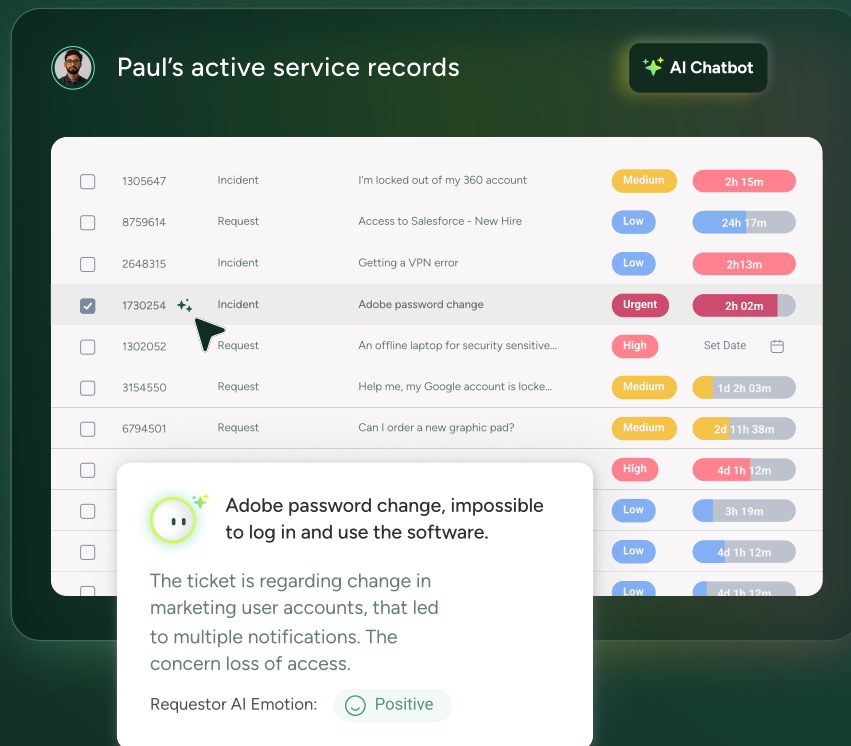
Working on a tricky ticket and don't want someone else to accidentally overwrite your changes? Locked Tickets lets you lock it down while you work your magic, ensuring a smooth editing experience.



## *Custom Views*

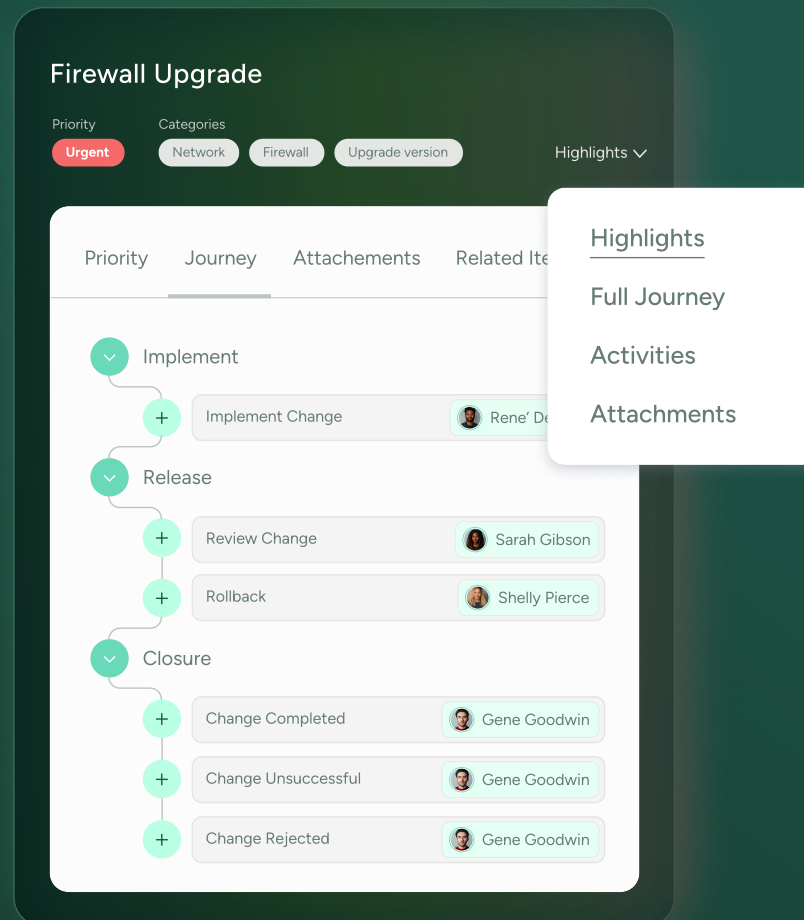
We all have our own way of working. Custom Views lets you personalize your queue, so you can see the information most important to you. Prioritize by urgency, filter by team, or organize however you like for peak efficiency!





## Queue View

Get a clear, consolidated, intuitive view of your entire workload



## Ticket Journey

Gain complete visibility into your tickets! The new Ticket Journey feature provides a chronological view of everything that happens to a ticket, including status changes, actions taken, and even applied automation rules. Need to focus on specific details? Use the filters to zoom in on highlights, activities, attachments, or audit logs

Supply Equipment Request Template

Priority: Medium

Categories: Supply, Budget

Josh Leibe

Please state the supplies you need below

Submitter information

Full Name, Department, Manager

Request details

Request date, Request details, Further information

Publish Template

## Template Designer

Streamline your ticketing process with our new Template Designer! Drag and drop to create custom templates that perfectly match your needs. Plus, you can add helpful hints to guide users through filling out the ticket, ensuring everyone's on the same page.



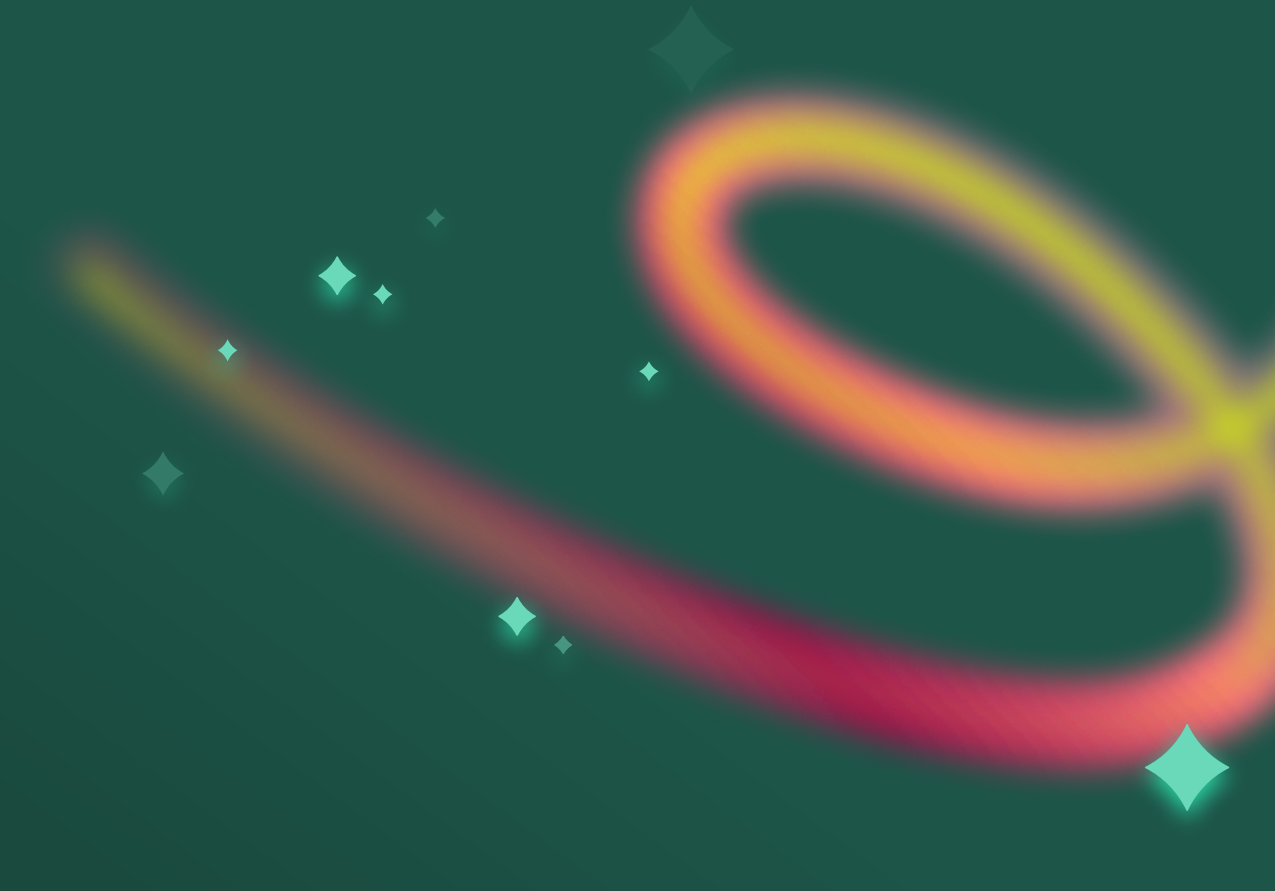
# Supercharge SysAid Spaces with *SysAid Copilot*

Get the most out of SysAid Spaces by supercharging it with SysAid Copilot – cutting edge, generative AI capabilities designed to liberate IT Pros, transform employee experience, and reinforce organizational productivity.

SysAid Copilot seamlessly complements SysAid Spaces to deliver conversational support to end-users and enables them to self-resolve issues 24/7. By freeing admins from repetitive tickets and mundane tasks, they will be able to focus on more creative and higher valued projects.

The power of SysAid Copilot provides admins with meaningful generative AI capabilities that assist them with making work flow.

[Learn more about SysAid Copilot.](#)



## Deliver exceptional service. *Automagically.*

SysAid is the next-gen of ITSM, a comprehensive platform with generative AI baked into every element of service management. Wrapped into an intuitive UI and offering a fully conversational experience, SysAid empowers organizations to unleash their full potential for productivity.