About co.brick

- Your Trusted Technology & Business Partner

- Expertise in IIoT Data & AI-Based Solutions

- Providing Expert Advisory & Hands-On Support

- Helping You Build, Scale & Transform Innovative Products

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What is observe?

- **Comprehensive Data Platform**:

  For aggregation, visualization, and analysis of your data.

- **Intelligent Data Analysis:** Powered by Artificial Intelligence

  and Machine Learning.

- **AI-Driven Decision Support:** Utilizing Large Language Models

  (LLMs) to aid decision-making processes.

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Need help finding mistakes in your documentation? Just ask.

Personal data detection

Detecting incon

Detecting missing data

Duplicate

AIServiceDesk

Introduction
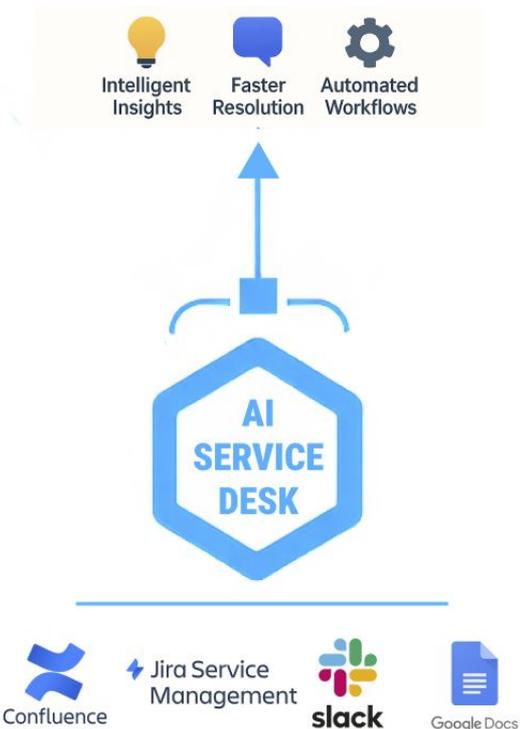
Introducing AIServiceDesk

- **Contextual Ticket Enrichment** & linking of related historical issues

- **Knowledge Base-Driven context** for ticket resolution

- **Full Context Delivery** for faster problem resolution

- **Interactive Support** for problem-solving

- **Execute Actions** in the runtime environment

- **Transparent Reasoning** - documenting the decision-making process

- **Comprehensive Knowledge Base Management**

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AIServiceDesk - integrations

- **Stack Agnostic:** Seamlessly integrates with your existing ticketing systems and knowledge bases.
- **Flexible Deployment:** Full data control with hybrid, cloud, or on-premise options.
- **No Vendor Lock-In:** Retain the freedom to evolve your tech stack without being tied to a single solution.


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# AIServiceDesk

Functionality overview

Contextual Ticket Enrichment

- Automatically analyzes new tickets to add missing metadata, technical data, and relevant procedures from the knowledge base.

- Provides deeper context by linking to the client's communication history and solutions for similar past problems.

- Connects tickets to the repair history of the specific product type and related internal technical issues.

- Uses not only with historical data but also with live, dynamic information like recent alerts, device metrics, and logs.


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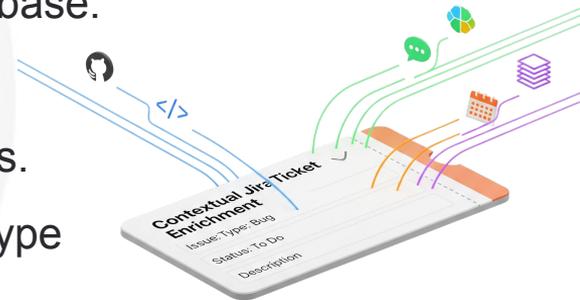
Knowledge Base-Driven Resolution

- Prepares draft responses to new tickets by analyzing the knowledge base and the history of related issues.

- Allows the human operator to review and edit any AI-generated response before sending it to the customer.

- Ensures all answers are grounded in facts by providing precise citations back to the source documents (e.g., Confluence, PDF, or Jira).

- Correlates static knowledge base with dynamic, real-time system data.
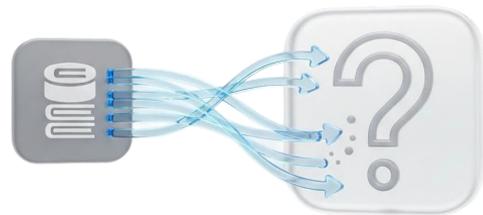
360° Context for Faster Resolution

- Aggregates all relevant information into a single, consolidated view for the operator.

- Draws context from historical tickets from the same client and for the same type of product

- Applies pre-defined resolution scenarios for your most common, recurring problems to standardize support.

- Builds a complete operational picture by fusing static documentation with dynamic data from live processes (alerts, logs, metrics)

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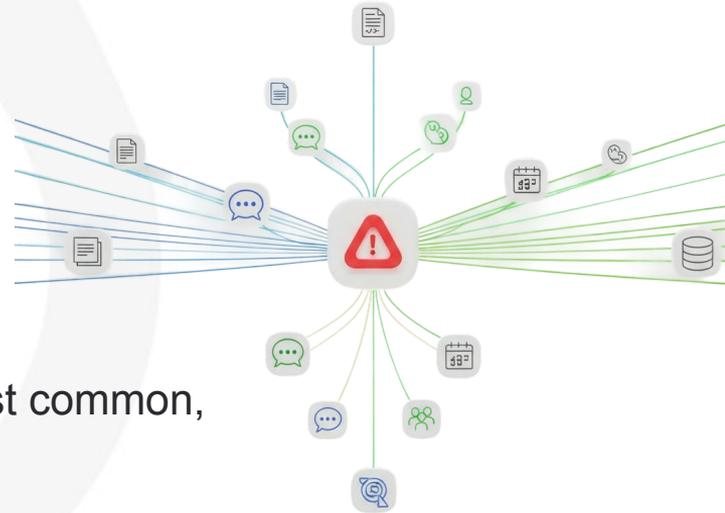
Interactive Problem-Solving

- Proposes a solution based on the knowledge base and the history of similar problems.

- Dynamically adapts its suggestions based on a real-time chat conversation with the human operator.

- Enriches tickets with suggested step-by-step procedures for problem verification and resolution.

- Validates steps in real-time by checking against live system metrics and logs.

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Autonomous Service Desk Actions

- **Issue Verification**: Connects to the live environment to confirm if a reported issue is active and matches the ticket's description.

- **Issue Correction**: For known, repeatable problems, the system can execute pre-defined resolution steps, such as restarting a service.

- **Solution Verification**: After attempting a fix, the system re-checks the environment to confirm if the issue has been successfully resolved.

- **Response Formulation**: Based on the outcome, the system drafts a suggested customer response detailing the actions taken and the final status.
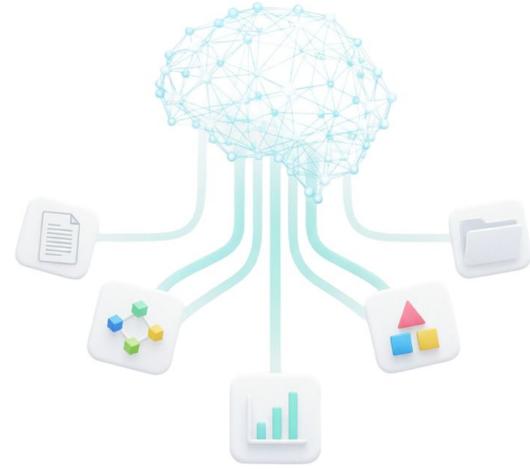
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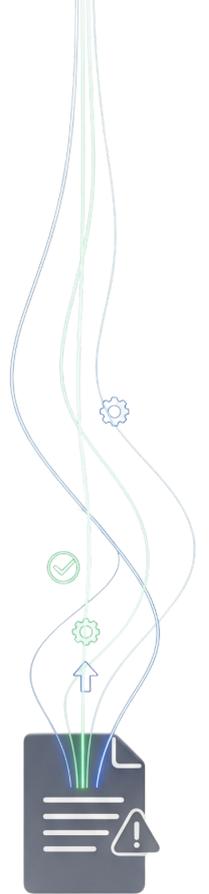
Transparent Reasoning & Explainable AI

- Functions as an "Explainable AI", where every answer is linked to its source document for immediate verification.

- Logs every step the AI takes to enrich a ticket, including all source materials used from the knowledge base.

- Allows for the generation of audit and training reports based on the documented reasoning process.

- Documents the use of both static sources (e.g., a specific manual page) and dynamic data points (e.g., a specific alert at a specific time).

INPUT

AI MODEL

EXPLANATION

OUTPUT / EXPLANTION

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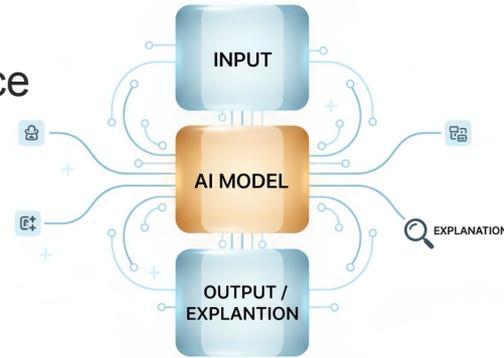
Comprehensive Knowledge Base Management

- Actively curates your knowledge base by finding contradictions and structural inconsistencies.

- Proactively identifies missing articles by analyzing gaps between historical tickets and existing documentation.

- Helps maintain data compliance by detecting personal information and data related to departing customers.

- Automatically builds and suggests terms for a central glossary to unify company terminology

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Thank you!

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