SUMMITAI

# SummitAI Digital Agent

## Business challenge

Today's high-pace, data-driven business environment is creating a pressing need for more efficient operations and automation of routine tasks. Businesses seeking to stay competitive must focus on customer engagement, process automation, and rapid decision-making. A robust digital agent, as part of a comprehensive IT service management deployment, is a crucial tool in this effort, so organizations can improve customer service, streamline operations, automate tasks, and address support requests.

## SummitAI Digital Agent

The SummitAI Digital Agent is an advanced conversational AI agent powered by AI. This innovative tool provides round-the-clock support across multiple channels, significantly boosting operational efficiency while saving valuable time and costs. Powered by AI/ML and natural language processing (NLP), the Digital Agent revolutionizes how customers interact and find solutions to their inquiries. By using this cutting-edge technology, businesses can streamline their operations, improve customer service, and achieve optimal performance.

## Benefits

### Always-on availability

Offer an unparalleled level of support with an AI-powered Digital Agent that is available 24/7.

### Self-service experience

Digital Agent understands the context of user intent and utilizes machine reasoning to determine the best course of action.

### Saving millions

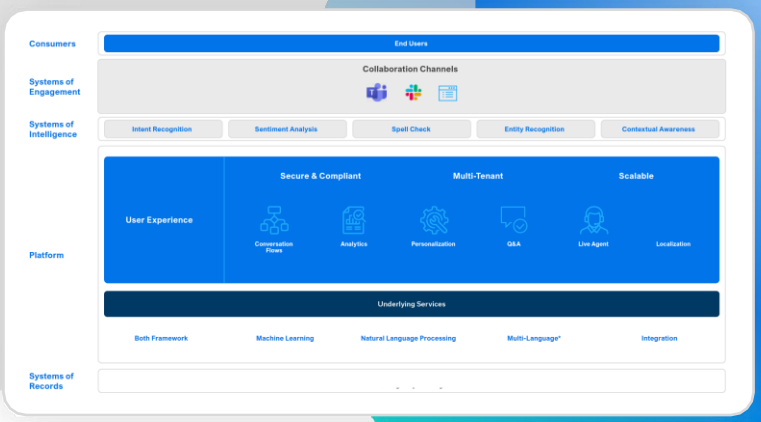
Reduce operational expenses, improve efficiency, and achieve better business value by automating routine tasks and freeing up resources.

### Improved agent productivity

Digital Agent efficiently handles and resolves L1 issues, allowing human agents to focus on high-impact work.

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# Digital Agent architecture




## Consistent user experience

- Uniform and reliable responses
- No-code/ low code approach to building workflows
- Coherent conversations across interactions
- Natural language understanding (NLU) engine for accurate intent understanding
- Trustworthy user experience
- Single-click bot training functionality

## High-scale

- Supports high concurrent user interactions
- Design conversation flows for business needs
- Multi-language support for localized support
- Easy integration setup with other apps
- Single and multi-tenant deployment support
- Built-in Q&A functionality for conversations

## Natural experience

- Intuitive and user-friendly interface
- Natural and conversational interactions
- Efficient task automation capabilities
- Multichannel support for seamless engagement
- Interactive and engaging conversations
- Tell your query and Digital agent does it all
- Enquire status of an incident, log incident or service requests and check knowledge records

## High performance

- Fast response times enhancing user experience
- Performance monitoring and optimization
- Integration with high-performance systems
- Scalable architecture for user load changes
- Low latency for real-time interactions
- Automated admin tasks for increased efficiency
- Real-time monitoring of Digital Agent performance and analytics

## Reporting and analytics

- Performance tracking and optimization
- Data-driven insights for informed decision-making
- Historical data for trend analysis

## Robust security

- Role-based access controls
- Data privacy and confidentiality safeguards
- Strong user authentication and access controls
- Ability to encrypt sensitive data

## Request a demo or contact us for more information

summitai.com/itsm/get-started

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