



CINDE Brief

AI CINDE

CINDE (AI-driven Virtual Agent) deployment will be planned post Go-Live of ITSM as a recommended practice to deploy virtual agent and train. Therefore, a detailed scope for AI will be prepared and shared separately. However, below is the high-level scope for CINDE.

CINDE Features

End Users can interact with CINDE to perform the below activities:

1. Log Incident
2. Log Service Request
3. Update Incident
4. Update Service Request
5. Obtain status of Incident (Ex: What is my incident status?)
 - a. Obtain Incident Status by ID (Ex: What is the status of incident 123333?)
 - b. Obtain Incident Status based on time (Ex: What is the status of the incident that was logged last week?)
 - c. Obtain Incident Status based on keyword (Ex: What is the status of Outlook incident?)
6. Obtain status of Service Request
 - a. Obtain Service Request Status by ID
 - b. Obtain Service Request Status based on time
 - c. Obtain Service Request Status based on keyword
7. Know Resolution Time of Incident
8. Know Resolution Time of Service Request
9. Remind Analyst regarding the Incident/ Service Request
10. View Related Knowledge Articles
11. Escalate Incident
12. Escalate Service Request
13. Cancel Incident
14. Cancel Service Request
15. FAQs (The Questions and Answers are configurable)

Service Desk Intelligence

Service Desk Intelligence capability automatically predicts the Category, Classification, Impact, Urgency, Workgroup, Analysts of Incidents and Service Requests based on its past learning. It also suggests the Analyst based on various factors such as Expected Time to resolve incident, experience of resolving similar incidents, probability of reopening the incidents and many more. Service Desk Intelligence:

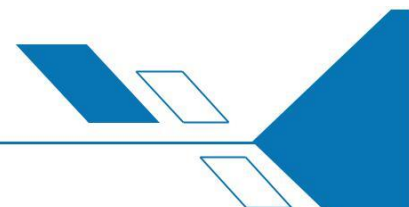
- Reduces the Average Response Time of Incidents and Service Requests
- Decreases the Error rate of Categorization and Classification

Channels Supported

CINDE is available on the below channels:

1. Web Chat
2. Microsoft Teams

Note: - CINDE and AI Models will be hosted on SummitAI MS Azure Cloud platform, however, the customer can choose the hosting model for SummitAI ITSM and ITAM either SummitAI Azure Cloud or On-Premises (i.e., customer's on-premise DC or customer's Azure Cloud).

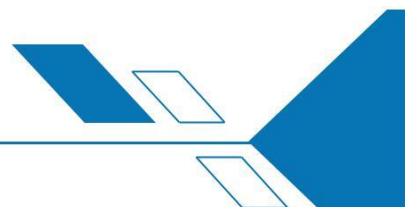


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Below is a broad scope for SummitAI Chatbot configuration only.

Single IT Tenant CINDE Configuration for below CINDE features with approx. 20 service catalogues on IT Tenant.

Feature - Sub Feature	Description
Service Request Management	CINDE can help End Users with the following related to Service Requests: 1. Creating Service Requests (SRs) and Updating existing SRs 2. Querying about the status of existing SRs 3. Sending reminders to Analysts about existing SRs 4. Querying about the Resolution Time of existing SRs
Incident Management	CINDE can help End Users with the following related to Incidents: 1. Reporting IT issues 2. Updating existing Incidents with more information 3. Querying about the status of existing Incidents 4. Sending reminders to Analysts about existing Incidents 5. Querying about the Resolution Time of existing incidents
Chitchat	User is facing a critical issue; however, he is unsure how to go about solving it. User states his problem on the Summit portal in natural conversational language using MS Teams, Slack, Jabber, Webchat. CINDE can respond, through simple questions and answer FAQ's, or more elaborate flows
FAQs	CINDE answers the Frequently Asked Questions asked by End Users. This helps the End Users to get prompted with the most probable issues, which they can select and find a solution before logging any Incident. This helps in quick and easy resolution of issues and reduces the number Incidents logged by the End Users. With this, the users can ask CINDE for information and get answers in a conversational way. The Frequently Asked Questions (FAQs) output is specific to the respective organization based on the data input provided to CINDE. For Example: - How can I contact IT support? - Where can I find information about the company leave policy? Using this feature, the user can quickly find answers to the common IT and Services related questions. To train and make the system proficient, the organizations must provide a set of organization-wide FAQs (and variants of these questions) as well as their answer pairs.
Catch & Dispatch	Summit AI also has the functionality of AI-driven automatic categorization and classification of all tickets, so the human Analyst's job is made faster and simpler. The Analysts can view and apply the AI suggestions by clicking the CINDE icon on the Actions panel of the Incident/Service Request details page. A pop-up page is displayed with suggestions. However, predictions made by AI model reflects past data. If sufficient records exist with "proper" data, the field predictions will be in conjunction with that.
Knowledge Management	Digital Agents with omni channel support for acting as an L1 Agent and resolve up to 50% of tasks automatically. Self-Serve articles and provide knowledge articles as needed. Live Agent transfer, as necessary. Couple complex automation workflows to resolve incidents either automatically or when triggered by Analysts



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Spell Check	CINDE now spell checks user utterances (typo errors, etc.) to provide more useful responses to user interactions. The user can get suggestions for the entered utterance if there are any misspelled words. When both the suggestion and intent are same, the user can select CINDE suggestion by clicking Yes and continue with the conversation. If the suggestion and intent are not same, the user can click No, use original, and proceed with the entered utterance.
Live Agent Transfer	CINDE determines that the issue cannot be resolved by her, and transfers the chat to a human agent's queue
Self Help Knowledge Articles	The users (Analysts and End Users with the Knowledge Record Author access) can configure a Knowledge Record as Self-Help Article while creating a new Knowledge Record. This helps CINDE while fetching the Knowledge Records based on End Users' queries and displays the Self-Help article only. This helps the End Users to resolve their queries by themselves.
Multi-Channel Implementation	CINDE is available as a contact for the configured users on the following applications: <ul style="list-style-type: none">• Web chat• Microsoft Teams• Slack• Jabber
Service Desk intelligence	CINDE uses AI to route the service request to the best suited workgroup and Analyst, based on the skillsets, prior history of solving similar incidents and the current workload.

Recommendations/Suggestions from SUMMIT team-

Note 1: "If there are not much historical Service Request Records for the Service Catalog, then it will be necessary to help CINDE learn about these Service Catalog by feeding variants of utterances for each of the Service Catalog. Such utterances need to be provided by the Customer on per Catalog basis"

Note 2: By adding good Service Catalog Descriptions and Keywords, the model accuracy could improve.

AI Prerequisites

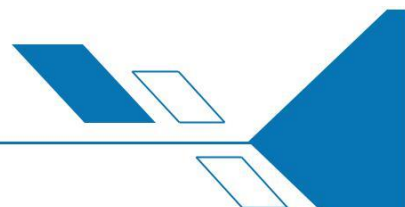
Below are the pre-requisite details:

AI Solution Details

1. The Source System of Record (SUMMITAI Database) can be hosted On Cloud.
2. AI offerings work only on Azure Cloud. i.e. The data must be ingested from the source System of Record to Azure Data Warehouse.
3. The data ingestion takes place in 3 modes:
 - ✓ For the first time, full data would be ingested
 - ✓ Thereafter, differential data would be ingested
 - ✓ The data can also be ingested based on specific actions in the source System of Record.

Data required for AI training

- ✓ Historical Incident Records



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- ✓ Historical Service Request Records
- ✓ Knowledge Records
- ✓ User Information (User ID, Username, Role, User Type)
- ✓ Foundation Data of Incidents (Ex: Category, Classification, Impact, Urgency, Priority, Workgroup, Analyst etc.)
- ✓ Foundation Data of Service Requests (Ex: Service Category, Classification, Impact, Urgency, Priority, Workgroup, Analyst etc.)
- ✓ Service Catalog Information (Service Catalog Name, Service Catalog Description, Keywords)
- ✓ Utterances (different ways of requesting a service by end user) for the catalogs.

Example: For VPN Access catalog, different utterances can be:

- ✓ I want VPN access
 - ✓ Connect me to the Virtual Private Network.
 - ✓ I need to connect to my system from home. Hence, I need private network access.
- ✓ FAQ List (List of Frequently Asked Questions by employees in the organization)

Example: Some of the FAQ's can be:

- ✓ How do I contact Helpdesk?
- ✓ Where will I find payroll information?
- ✓ Expectations from Customer for successful AI enablement
- ✓ Quality of Data

Quality of data is important to build an effective AI system as AI and ML technologies rely on the historical records to make accurate predictions. Hence, the customers must focus on improving the quality of data and thereby help in improving ML model accuracy. It is critical to continuously measure outcomes and reinforce model training. Here are some of the important areas that need to be considered:

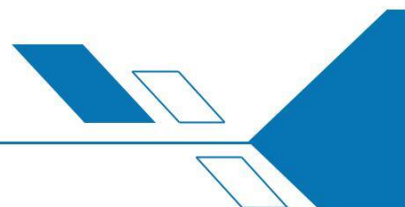
Incident and Service Request data

There should be reasonable distinction between Incidents and Service Requests in the historical records. Good variations of data sets enable CINDE to accurately classify Incident and Service Request based on the user's utterance.

Service Catalog

For CINDE (Conversational Interface and Decisioning Engine) to intelligently predict the right Service Catalog based on the user's utterance, the below requirements should be addressed:

- ✓ All the approved IT Services and Products must be listed as Service Catalogs. Every Service Catalog should represent a unit of work.
- ✓ Every Service Catalog should have appropriate Catalog Names
- ✓ Every Service Catalog should have a brief catalog description



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- ✓ Every Service Catalog should be tagged to appropriate keywords and synonyms
- ✓ Different variations of utterances must be provided for the Service Catalogs

Knowledge Records

The Knowledge Records must be tagged to appropriate keywords/ synonyms. This would enable CINDE to accurately predict the right knowledge articles based on the user's issue, thereby enhancing Self Service culture.

Category, Classification, Impact, Urgency, Workgroup Info of Incident and Service Request

The accuracy of Service Desk Intelligence depends on the historical data. i.e. CINDE mimics human behavior. Hence, it is important to ensure that Analysts update Category, Classification, Impact, Urgency, Priority, Workgroup diligently for different types of incidents and service requests.

AI models developed on good variations of data (as indicated above) would boost the model accuracy and thereby improve the accuracy of CINDE predictions.

Note:

Greater the quantity of data, better the accuracy of AI models.

Collaboration and Support

During the course of AI model training, the customers/ partners should help with the above information for a successful AI implementation.



AI Pre
Requisites.pdf

