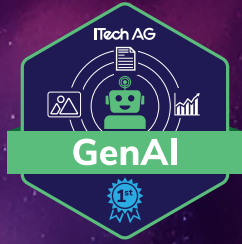


GenAI

Léverage generative AI and alternate workflows, enhance decision-making, improve user experiences by providing intelligent recommendations, summarizations, and natural language interaction across the platform.



Instant Case Summaries

- Saves Agent Time
- Improved Accuracy

Case summary generated with a single click based on history of similar cases.



Automated Chat Summary

- Faster Case Handling
- Improved Service

Automated summary of the essential chat history.



AI-Powered Resolution Proposal

- Saves Agent Energy
- Improves Consistency

Draft resolution from best practices for agents to review and edit.



Centralized Now Assist Panel

- Improves Agent Efficiency
- Displays Options

Quick view of all GenAI offerings in agency workspace.



Code Creation with AI

- Enhances Productivity
- Improves Code Compliance

Automated code is developed and leverages coding standards.

Where We've Done It



iTech AG

We offer technology solutions that unlock your organization's potential. Our team streamlines your operations by transitioning legacy systems, processes, workflows into modern platforms.



45+

CUSTOMER DEPLOYMENTS IN THE LAST YEAR



4.75

CUSTOMER SATISFACTION RATING ★★★★★

100+

SERVICENOW-CERTIFIED INDIVIDUALS ON STAFF

570+

CERTIFICATIONS & ACCREDITATIONS



Where We Do It

