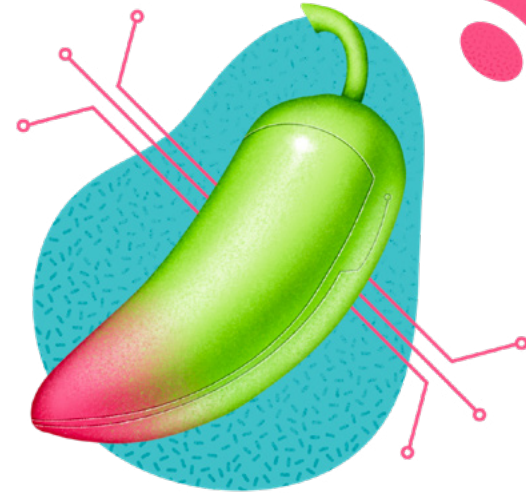


EV PEPPER AI: EASYVISTA PLATFORM INTELLIGENCE

In today's fast-paced IT environment, managing and resolving IT issues swiftly and accurately is crucial. Organizations face challenges like high ticket volumes, prolonged resolution times, and inconsistent support quality. EV Pepper AI addresses these pain points by enhancing IT Service Management (ITSM) with intelligent automation and insightful recommendations, ensuring efficient and effective service delivery.



PRODUCT OVERVIEW

EV Pepper AI is the embedded AI layer of the EasyVista Platform, designed to infuse intelligent automation and insights into EV Service Manager. EV Pepper AI represents the forefront of AI innovation and **research backed by EV Lab**, our dedicated AI research team.

KEY FEATURES AND BENEFITS

PEPPER AI SUGGESTIONS

Provides intelligent recommendations to streamline ticket management and resolution.

- **Intelligent Categorization:** Determines the classification of an incident based on likely root cause, using both fixed and organic information.
- **Intelligent Triage:** Uses fixed and organic information to determine the priority of an issue from impact and urgency data.
- **Similar Incidents:** Correlates ticket information to provide suggestions of recent incidents that appear similar.
- **Knowledge and Known Issues:** Suggests relevant KBAs and known issues to aid in resolving tickets quickly and accurately.

SERVICE BOTS

Service Bots provide virtual agent support, retrieves knowledge articles, and can create tickets and requests while offering context-aware guided answers, enabling users to resolve their issues without contacting the service desk.

PEPPER AI AUTOMATIONS

Provides intelligent recommendations to streamline ticket management and resolution.

- **Emotion AI:** Uses AI techniques to analyze the emotional state of the user.
- **Ticket Summarization:** Utilizes NLP technologies to rephrase and summarize requests and post-call work-log summarizations for better human agent understanding.
- **Automated Translation:** Automatically translates ticket content from one language to another.

LLM INTEGRATION (VIA OPENAI CHATGPT)

Utilizes advanced AI for summarizing long ticket descriptions, offering AI-driven problem solutions to reduce manual effort and improving accuracy.

ADVANCED CAPABILITIES



NATURAL LANGUAGE PROCESSING (NLP)

Advanced NLP engine for precise ticket categorization and urgency suggestions.



REST API INTEGRATION

Seamless connection with Service Manager using REST APIs.



MULTI-LANGUAGE SUPPORT

Auto-translation for six languages.



OPENAI INTEGRATION

Leverages OpenAI's GPT for comprehensive ticket analysis and sentiment detection.

**EXPERIENCE THE FUTURE OF IT SERVICE MANAGEMENT WITH
EV PEPPER AI, WITH MORE FEATURES COMING SOON!
CONTACT US TODAY TO SCHEDULE A DEMO AND SEE HOW OUR
INTELLIGENT AI LAYER CAN TRANSFORM YOUR IT OPERATIONS.**