



Matrix42

Intelligence

**Secure, intuitive and helpful AI for a happier,
more productive and more strategic Service
Desk**

The traditional Service Desk is **ripe** for **transformation**

83%

of tickets are still handled manually

In the race to digitalize and automate, the service desk has been left behind—leaving it ripe for transformation and modernization.

Today, agents are struggling with growing workloads as IT landscapes get more complex. More devices, more services and more interdependencies mean IT issues are becoming harder to solve, creating frustration for service desk agents and end-users alike.

25%

Increase in ticket handling costs from 2019–2023

Service desk operations are also getting more expensive. Today, 83% of tickets are still handled manually by agents, with 40% handled through labour-intensive channels like voice and email. From 2019 to 2023, cost per agent-handled contact grew by more than 25% to an average \$20 per ticket.

\$20

average cost per agent-handled ticket

If these issues are not addressed, delivering high-quality service will become even more challenging.

(Source: Gartner, IT Service Desk Analysis, Dec 2023)

The promise of AI in Service Management

There is a growing expectation that AI – especially generative AI (GenAI) – can solve these challenges.

Gartner predicts that GenAI can increase productivity by 22%, leading to a 14–35% improvement in customer service quality. At the same time, it predicts that GenAI can reduce costs by 15%.

And those aren't the only benefits. AI can empower end-users to self-solve many problems, reducing the number of incoming tickets and improving the manageability of agent workloads. It can increase agent retention by making their work more manageable and enjoyable. And it can improve the overall digital employee experience, supporting agents and end-users to solve problems more easily.

From cost centre to **strategic function**

In the future, AI also has the potential to turn the Service Desk into a strategic function, integrating with other processes to improve business performance. For example, it can be used to detect security incidents, predict issues, identify customers at risk of churn, and spot opportunities to upsell or cross-sell.

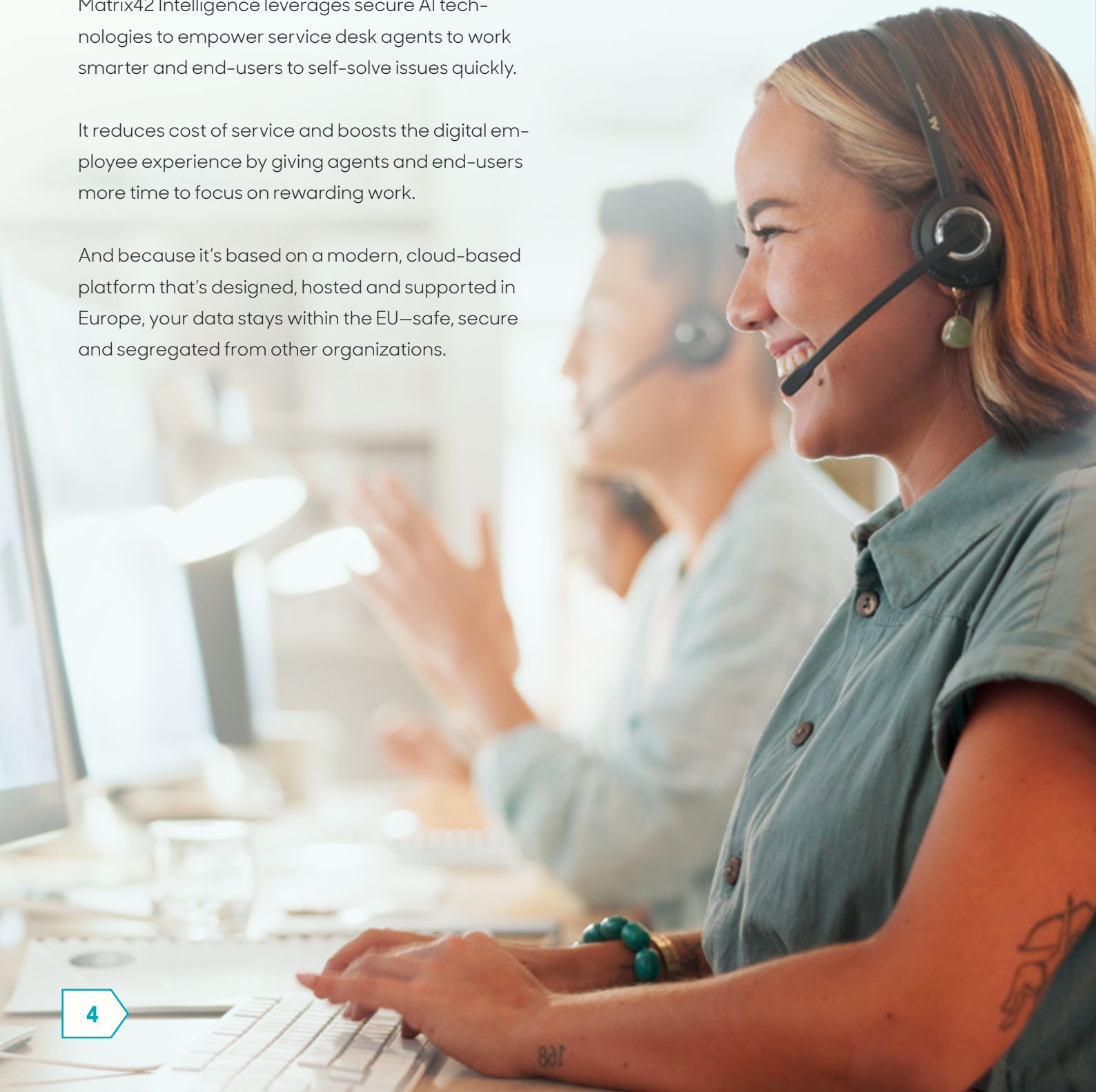


Matrix42 Intelligence: For a **happier** and **more** **productive** Service Desk

Matrix42 Intelligence leverages secure AI technologies to empower service desk agents to work smarter and end-users to self-solve issues quickly.

It reduces cost of service and boosts the digital employee experience by giving agents and end-users more time to focus on rewarding work.

And because it's based on a modern, cloud-based platform that's designed, hosted and supported in Europe, your data stays within the EU—safe, secure and segregated from other organizations.



Key Capabilities of Matrix42 Intelligence

AI Assist for Service Desk

**available now!*

to accelerate ticket handling

AI Assist for Service Desk accelerates ticket handling by assisting with management tasks such as category assignment, priority, routing, and sentiment analysis. It allows agents to focus on problem resolution. Future enhancements include interaction summaries, similar ticket identification, and knowledge base retrieval.

SmartDialog

**coming soon...*

to empower agents and end-users to self-solve problems quickly

SmartDialog empowers both service desk agents and end users to easily self-solve issues through a chatbot powered by generative AI and RAG. Using semantic search technology, it interprets the context of queries to provide more accurate results than traditional keyword-based searches.

Agents and users can interact in any language without worrying about misspellings, improving usability and accessibility. SmartDialog allows agents to focus on complex tasks while end users can perform context-sensitive actions, such as selecting services based on intelligent AI suggestions.

AI Search

**available now in Self Service Portal; coming soon for service desk agents ...*

to improve issue resolution times

AI Search improves resolution times by allowing both agents and end users to search in their own words, using semantic search technology to understand the context of queries, even if they are misspellings. It delivers ranked, relevant answers to help agents close tickets quickly and enables end users to find useful information faster.

Agents benefit from improved productivity and job satisfaction, while end users can take immediate action, such as requesting service or creating tickets, directly from the search interface.

AI Knowledge

**coming soon...*

to elevate knowledge management

AI Knowledge improves knowledge management by automatically generating draft knowledge base articles from closed ticket summaries and improving existing articles with suggested rewrites. Agents can review, edit, and publish these drafts. The rewrite feature refines descriptions for clarity while retaining the original for compliance, making content easier to understand and analyze.

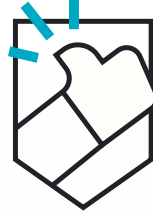
Available for M42 Enterprise. Similar capabilities available for M42 Core and M42 Professional (with Effie AI)

Why Matrix42 Intelligence?



Higher **productivity**

Easy for agents and end users to adopt, driving digital transformation through self-service, increased productivity, and task automation.



Improved **end-user experience**

End-users can quickly and easily resolve common issues themselves, saving time and creating a positive user experience.



Lower **service costs**

Significantly reduces the cost per ticket by empowering users to solve common problems and enabling agents to handle requests more efficiently. Transparent usage keeps spending under control.



Privacy and **compliance**

Matrix42 Intelligence is part of the cloud-based Matrix42 Platform, designed and hosted in Europe to meet the data protection and compliance needs of enterprises. Your data remains secure in your region, separated from the data of other users.



Improved **agent experience:**

By automating routine tasks and shifting low-level issues to self-service, agents can focus on complex issues, resulting in higher job satisfaction, longer retention, and a positive employee experience.



Growing **value over time**

Leverages secure AI technologies to continuously improve problem resolution capabilities, increasing service desk productivity over time.

A word on Responsible AI

As a European software company, Matrix42 is committed to harnessing the power of Responsible AI, an approach that emphasizes safety, trustworthiness, and ethics in the design, assessment, and implementation of AI-based systems.

At the heart of this approach lies a deep understanding that these systems are the result of numerous decisions, and that these decisions should actively guide us towards beneficial and fair results.

Our people-centric design follows the European Union's framework for a proactive approach towards building a responsible and human-centric AI, observing these key principles:

- ▶ **Transparency:** AI systems should be transparent and explainable
- ▶ **Fairness:** AI systems should be free from bias and discrimination
- ▶ **Privacy:** AI systems should respect users' privacy and provide adequate safeguards for user data
- ▶ **Accountability:** There should be mechanisms to hold AI systems and their developers accountable for their actions and any harm they may cause

By putting people and their goals at the center of our design decisions, we aim to create AI tools that truly serve their users, fostering a more equitable and inclusive digital landscape. Through our commitment to Responsible AI, we are not just shaping our products – we are shaping a future where AI technology can be trusted and used beneficially by everyone.

**FIND OUT MORE
ABOUT MATRIX42
INTELLIGENCE**

Ready to learn more about
Matrix42 Intelligence? Visit the

[web page](#) or [ask us](#) for a

demo today!

The **European Choice** in Service Management

Matrix42 helps you Digitalize and Automate Your Work. Our ambition is to be the European Choice in Service Management software for both public and private sector customers.

With our flexible platform, you can manage IT and business processes, assets, end points, and identities for improved productivity, agility, security, and employee experience. We deliver the Cloud Your Way, meaning you choose how to consume our technology: public cloud, private cloud or on-premises, all with a compelling total cost of ownership.

Get in touch!



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