



## ZenB (ITSM Gen AI Buddy)

ZenB (ITSM Gen AI Buddy) is an advanced Agentics platform designed to streamline and optimize the entire incident management process. Equipped with four specialized agents, ZenB (ITSM Gen AI Buddy) automates key functions from incident categorization and intelligent routing to resolution assistance and in-depth analytics. This comprehensive solution not only reduces the time spent on manual tasks but also enhances the overall effectiveness of IT service management, allowing teams to focus on strategic initiatives rather than operational bottlenecks.



## Need for this offering

Managing IT services and support is increasingly complex, with challenges such as inefficient incident management, poor visibility into application performance, and redundant task execution. Traditional tools often fail to provide real-time insights, automated ticket routing, and personalized user support. ZenB (ITSM Gen AI Buddy) addresses these gaps by offering a comprehensive, AI-driven approach that improves service efficiency and operational performance.



## Features

### End-to-end analytics of service tickets, incidents, and problem tickets

- **Trend analysis:** Identifies common issues and peak times for incidents
- **Performance metrics:** Measures average resolution time, SLA compliance rates, and agent performance
- **Predictive insights:** Utilizes historical data to predict future ticket volumes and potential system outages

### Answers to "how do I" questions

- **Knowledge base search:** Integrates with existing knowledge bases to retrieve and suggest solutions
- **Dynamic FAQs:** Automatically updates FAQ sections based on recent queries
- **Step-by-step guides:** Provides detailed procedural responses for common issues like password resets and software installation

### Automated ticket routing

- **Keyword/Topic recognition:** Uses NLP to understand ticket content and assign it based on context
- **Load balancing:** Distributes tickets evenly among teams to optimize response time and workload
- **Escalation protocols:** Automatically escalates tickets involving critical systems or approaching SLA breaches

### Assisted bug and defect resolution

- **Automated debugging:** Identifies and analyzes bugs within the codebase, providing insights and recommendations for fixes

- **Error trace analysis:** Automatically traces errors to their source, offering detailed diagnostics to streamline the troubleshooting process
- **Version control integration:** Connects with version control systems to track changes, identify regressions, and suggest potential rollbacks

### Automated code generation (in progress)

- **Code snippet suggestions:** Generates relevant code snippets to resolve identified bugs or implement common fixes, saving developers time and effort
- **Auto-refactoring:** Proposes improvements to code structure and efficiency, helping maintain clean and optimized codebases
- **Language support expansion:** Continuously expanding support for multiple programming languages to provide broader coding assistance

### Interactive coding assistance

- **Context-aware recommendations:** Provides coding suggestions based on the specific context of the bug or defect, ensuring relevance and accuracy
- **Real-time collaboration:** Allows developers to collaborate with the agent in real-time, refining solutions and learning from automated recommendations
- **Learning and adaptation:** The agent learns from past bug fixes and code suggestions, improving its accuracy and usefulness over time



## Key differentiators

- ZenB (ITSM Gen AI Buddy) automates the entire incident management lifecycle, from categorization to resolution and analytics, offering a seamless experience
- Unlike basic routing systems, Agent 2 uses advanced algorithms to consider multiple factors, ensuring that incidents are handled by the most relevant team, leading to faster and more accurate resolutions
- Agent 3's capability in assisting bug resolution and code generation sets ZenB (ITSM Gen AI Buddy) apart, providing routing and actionable solutions (once fully developed)
- Agent 4's analytics provide granular insights, allowing IT teams to continuously improve processes, anticipate challenges, and enhance overall service delivery



## Benefits

- Automation of categorization and routing ensures that incidents are addressed quickly, reducing downtime and improving service levels
- By automating routine tasks, IT teams can focus on more complex problems and strategic projects, increasing overall productivity
- Consistent categorization and intelligent routing reduce the chances of human error, ensuring that incidents are handled correctly the first time
- Comprehensive analytics help organizations understand their ITSM performance, identify areas for improvement, and make informed decisions to enhance service delivery



## Use cases

- **Incident management:** Automates the initial handling and categorization of incidents, ensuring quick routing to appropriate teams
- **Application performance monitoring:** Provides ongoing analytics and reports on application health and performance issues
- **Knowledge management:** Manages a dynamic knowledge base, making it easily accessible to support teams and users
- **Bug tracking:** Automatically prioritizes and routes bugs based on impact and severity
- **Customer support:** Provides immediate first-level support to user queries and issues

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For more information, please contact: [info@zensar.com](mailto:info@zensar.com) | [www.zensar.com](http://www.zensar.com)