AI-Powered Service Desk for Intelligent Ticket Resolution

Enhancement of the IT service desk with AI capabilities that automatically classify, route, and suggest resolutions for incoming tickets, improving response times and first-contact resolution while reducing analyst workload.

PRACTICE

Service Management and Automation

CLIENT PROFILE

Enterprise IT service desk handling thousands of monthly tickets seeking to improve first-contact resolution rates and reduce escalations through AI-assisted triage and resolution

Challenge

- High ticket volume with manual triage creating bottlenecks and inconsistent routing
- Low first-contact resolution rates leading to excessive escalations
- Knowledge base exists but is underutilized due to poor search and integration

Approach

- Implement AI-powered ticket classification and priority assignment based on historical patterns
- Deploy intelligent routing that matches tickets to the best-qualified resolver group
- Integrate knowledge base with AI search to surface relevant solutions to analysts and end users
- Build virtual agent for common requests (password resets, access provisioning, status inquiries)

Typical Outcomes

- Improved first-contact resolution through AI-suggested solutions
- Reduced mean time to resolution through intelligent routing and prioritization
- Decreased ticket volume through self-service and virtual agent deflection

Procurement Paths

- GSA MAS for AI/ML service desk engineering
- NASA SEWP V and SEWP VI for AI and ITSM platform licensing

Compare vehicles and ordering steps on **How to buy**.

Partner Technology Examples

- ServiceNow
- Microsoft
- Elastic
- AWS GovCloud

Frequently Asked Questions

What platforms does Norseman use for AI service desk deployments?

Norseman's primary platform is ServiceNow, enhanced with its native AI capabilities (Now Intelligence) and custom virtual agent flows. Norseman is a certified ServiceNow implementation partner.

What results can agencies expect from an AI service desk?

Federal agencies typically see a 30 to 50 percent reduction in Tier 1 ticket volume, faster mean time to resolution (MTTR), and improved end user satisfaction. Norseman establishes baseline metrics and tracks outcomes against predefined SLAs.

How is ServiceNow procured for federal use?

ServiceNow can be procured through GSA MAS, CIO-CS (NITAAC), and NASA SEWP V and VI. Norseman provides both licensing procurement and implementation services under the same contract vehicle where possible.

This is a representative use case. To request a briefing or a quote, contact Norseman Defense Technologies at 410.579.8600 or sales@norseman.com.