Chatbot and Virtual Agent Deployment for IT Support

Deployment of AI-powered chatbot and virtual agent capabilities that provide 24/7 first-line IT support, handling routine inquiries, automating password resets and access requests, and escalating complex issues to human analysts with full context.

PRACTICE

Service Management and Automation

CLIENT PROFILE

Federal IT organization deploying conversational AI to handle routine support inquiries, guide users through troubleshooting, and automate common service requests around the clock

Challenge

- Service desk limited to business hours leaving after-hours requests unaddressed
- Repetitive inquiries consuming analyst time that could be spent on complex issues
- Users frustrated by hold times and email response delays for simple requests

Approach

- Analyze ticket data to identify high-volume, automatable request types
- Design conversational flows for top use cases with natural language understanding
- Integrate virtual agent with ITSM, IAM, and knowledge base for automated fulfillment
- Implement escalation pathways that transfer context to human analysts without losing it

Typical Outcomes

- 24/7 first-line support availability for routine requests and inquiries
- Reduced ticket volume and analyst workload through automated resolution
- Improved user experience with instant responses and guided troubleshooting

Procurement Paths

- GSA MAS for AI chatbot development and integration services
- NASA SEWP V and SEWP VI for conversational AI platform licensing

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

Partner Technology Examples

- ServiceNow
- Microsoft (Copilot)
- AWS GovCloud
- Elastic

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.