



ManageEngine
ServiceDesk Plus

Get in the fast lane to exponential productivity with **high-value AI** for ITSM

High-value AI = Ready-to-deploy + No licensing hassles + No overhead

ServiceDesk Plus is the AI-driven, unified service management platform that combines ITSM, IT asset management, and a CMDB with ESM to deliver smart, scalable, and secure service experiences for the digital enterprise.



Scan this QR code to explore AI in ServiceDesk Plus.



Deliver AI-driven service experiences across IT and beyond

Powered by proprietary AI technologies & public LLM integrations, ServiceDesk Plus unlocks unparalleled efficiencies & experiences for employees, technicians, and process owners.

Employees

Get instant, tailored support

- ◆ Ask Zia, the GenAI-powered, conversational virtual agent
- ◆ Intelligent enterprise knowledge discovery and recommendations
- ◆ Public knowledge search
- ◆ Text & voice support



Technicians

Resolve issues faster

- ◆ Intelligent triage and routing
- ◆ Response and content generation
- ◆ Summarize ticket conversations
- ◆ Sentiment analysis Post-incident review generation
- ◆ Knowledge artifact generation
- ◆ Automated approvals, asset receipts, and ticket reopening
- ◆ On-demand checklist & resolution generation



Process owners

Make decisions with confidence

- ◆ Incident clustering for problem prediction
- ◆ Change risk prediction
- ◆ Code generation for low-code custom functions & JavaScript generation for form-level automations
- ◆ Intelligent insights extracted and spotlighted by Zia*
- ◆ GenAI-powered report and dashboard generation*
- ◆ Zia dashboard to track AI usage



*Powered by an integration with Analytics Plus

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