

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 and public LLM integrations, ServiceDesk Plus unlocks unparalleled efficiencies and experiences for employees, technicians, and process owners.



Employees

Get instant, tailored support

- GenAI-powered conversational virtual agent
- Intelligent enterprise knowledge discovery
- ChatGPT-powered public knowledge search
- Text and voice support
- Conversational workflows



Technicians

Resolve issues faster

- Intelligent triage and routing
- Response and content generation
- Summarize ticket conversations
- Sentiment analysis
- Generation of post-incident reviews
- Automated approvals, asset receipts, and ticket reopening



Process owners

Make decisions with confidence

- Problem prediction
- Change risk prediction
- Code generation for low-code custom functions
- Intelligent insights extracted and spotlighted by Zia*
- GenAI-powered report & dashboard generation*

*Powered by an integration with Analytics Plus

ManageEngine
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