HUMANTOUCH

Cross-functional Automated Resolution Technology (CART)

Intelligent Incident Analysis

CART provides root cause analysis of structured and unstructured data using Artificial Intelligence (AI) and Natural Language Processing (NLP) to provide faster incident resolution and improved customer experience.

CART automates and enhances incident analysis based on historical data and continues to learn over time with new data. CART's AI-based predictive resolutions speed up response times. The confidence CART provides enables complex incident types to "shift left" to lower cost tiers, reducing escalations and expediting resolution.

CART builds an AI knowledge base using data from incident tickets, knowledge article files (PDF, Word, etc.), and other contact center documentation.

CART provides an interface to examine root causes, repeat issues, and systemic problems. CART integrates with existing ITSM systems through seamless APIs and flat files.
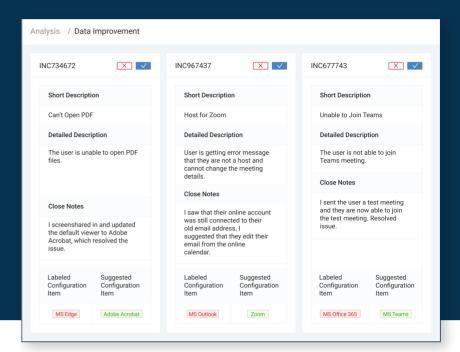
CART creates an environment that identifies repeat issues and resolves reoccurring failures. CART's analysis of historical data and resolutions supports training new staff, allowing them to quickly gain environment and end user knowledge. CART links analysis of historical data to individuals and recommends additional training as needed.

New Incident

Incident Number
INC92444204

Short Description
User can no longer access email

Detailed Description
User is recieving repeated 'invalid username and password' messages. They are no longer able to access intranet.

Configuration Item

Category/Subcategory

Close Notes

Create   Cancel

AI Insights

Configuration Item Prediction

| Cisco Secure Client | 80.7% |
| Microsoft Outlook | 58.0% |

Category/Subcategory Prediction

| SOFTWARE | 72.6% |
| REMOTE ACCESS / VPN | 52.6% |

Other Similar Incidents

	Similarity	Number	Short Description
☐	51.7%	INC43486	Outlook Malfunction - Needs Password/Requesting Signin
☐	48.5%	INC43483	Outlook Malfunction - Needs Password/Requesting Signin
☐	28.5%	INC43462	Outlook Malfunction - Needs Password/Requesting Signin
☐	27.7%	INC43450	Outlook Malfunction - Needs Password/Requesting Signin

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HumanTouch IT Infrastructure Management powered by AI

- AI continuously learns as your system grows
- Builds consistent and improved data quality
- Works with existing ITSM tools
- Provides a visual view of root causes
- Accelerates problem resolution
- Increases customer satisfaction

Analysis / Data Improvement

INC734672

Short Description

Can't Open PDF

Detailed Description

The user is unable to open PDF files.

Close Notes

I screenshared in and updated the default viewer to Adobe Acrobat, which resolved the issue.

Labeled Configuration Item	Suggested Configuration Item
MS Edge	Adobe Acrobat

INC967437

Short Description

Host for Zoom

Detailed Description

User is getting error message that they are not a host and cannot change the meeting details.

Close Notes

I saw that their online account was still connected to their old email address. I suggested that they edit their email from the online calendar.

Labeled Configuration Item	Suggested Configuration Item
MS Outlook	Zoom

INC677743

Short Description

Unable to Join Teams

Detailed Description

The user is not able to join Teams meeting.

Close Notes

I sent the user a test meeting and they are now able to join the test meeting. Resolved issue.

Labeled Configuration Item	Suggested Configuration Item
MS Office 365	MS Teams

CART is proven AI/NLP technology currently deployed for Federal Defense and Health Agencies.

VISUAL ANALYSIS FOR DECISION MAKERS
Access and leverage information in large datasets to make better decisions in real-time.

DECIPHERING DARK DATA
CART's AI/NLP allows for reading and incorporating information such as notes or other unstructured data in ticketing systems, knowledge bases, and other documents.

SINGLE SOURCE OF TRUTH
CART explores and exposes duplicate resolutions, capability dependencies, and training needs.

DATA MANAGEMENT
CART's NLP reads at 8k sentences per second and visualizes connections automatically through relationships and attributes.

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