



AI IN SERVICE DESK

Practical use cases supporting IT operations

Discover how AI supports ticket quality, knowledge access, incident analysis, and smarter routing across IT support operations working alongside your teams, not replacing their judgement.

These use cases are drawn from real Service Desk engagements delivered by Sii, not

demonstrations, pilots, or proof-of-concepts. They show how AI can effectively support the daily work of Service Desk teams in production environments. Every AI recommendation is reviewed and validated by experienced specialists, ensuring human expertise remains at the center of every decision.

Smarter L1 ticket handling

The problem

L1 teams often spend valuable time rewriting unclear descriptions, searching for relevant knowledge articles, checking similar incidents, and making sure requests are correctly labeled and routed.

This slows down resolution and creates inconsistencies in ticket quality.



The AI-supported solution

Rovo, integrated with Jira Service Management, Confluence, and connected tools, helps agents search knowledge, summarize tickets, find related cases, suggest labels and next steps, identify subject matter experts, and support ticket dispatching through chat.



The value

Ticket handling becomes faster and more consistent, agents find the right information more efficiently, and downstream teams receive better-quality input. It also lays the groundwork for more advanced automation later, such as automated catalog matching.

Faster code-related incident analysis

The problem

When incidents involve code, L2 teams often rely on developers to understand the logic and investigate root causes, delaying resolution.



The AI-supported solution

GitHub Copilot assists L2 teams with code analysis, technical explanations, commit and pull request investigation, and documentation, enabling faster incident resolution.



The value

Technical analysis becomes faster and sharper, L2 teams work more independently, and developer capacity is freed for more demanding tasks. In the documented case, the AI assistant also helped identify an additional issue during incident investigation, beyond the original incident.

Stronger, better-maintained knowledge sharing

The problem

A service desk depends on an up-to-date knowledge base, but documentation quickly becomes outdated, gaps surface during incidents, and maintenance competes with daily support.



The AI-supported solution

Rovo automatically supports knowledge management by generating article drafts, detecting outdated content, and highlighting documentation gaps based on resolved tickets and recurring incidents.



The value

An up-to-date, searchable knowledge base improves L1 support and incident analysis while keeping pace with operational needs.

Let's work together

www.sii.pl/en



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