Resolve Issues Faster and More Accurately
WITH AN AI *EMPOWER* SERVICE DESK

It is critical for an organization to resolve internal and external customers issues quickly and efficiently. Our certified NCI team leverages IT service management to transform your hosted or cloud-based service desk systems to meet your organization's specific performance and workflow expectations. Combining our ITIL® and HDI® methodologies, along with our CMMI Level 3 services, we more effectively deliver the highest level of technical service to our customers.

Adding AI to Your Team

With artificial intelligence (AI), more than 36% of service desk functions can be automated to provide 24/7 processing of orders and helping customers resolve the most frequent requests. Our *Empower* AI platform™ is an open-architecture platform that provides secure, containerized access to deploy our AI solutions like the *Empower* service desk to deliver value with an AI as a Service (AIaaS) partnership model. Our AIaaS manages performance outcomes by continuously optimizing applied AI solutions, so both the human and technology get better over time. Our *Empower* AI assistants provide fast resolution of requests for both your internal and external customers.

Empower Service Desk Functions

Our *Empower* service desk features and functions can be customized to suit your needs, which include:

- User Password Resets
- Anomaly Detection
- Ticket Updates and Communication
- Account Maintenance Activities
- Self-Directed User Help
- Form Processing
- Knowledge Management
- Priority Ticket Routing
- AI Smart Search
- Smoke Testing

For more information, visit **www.nciinc.com** or email **contactnci@nciinc.com**.

About NCI

NCI provides enterprise solutions to U.S. defense, intelligence, health and civilian government agencies for more than 30 years. From its Scaling Humans with Artificial Intelligence (Shai®) philosophy to its *Empower*™ platform, our team of AI specialists deploy solutions to help produce a government workforce that is more creative and productive. www.nciinc.com