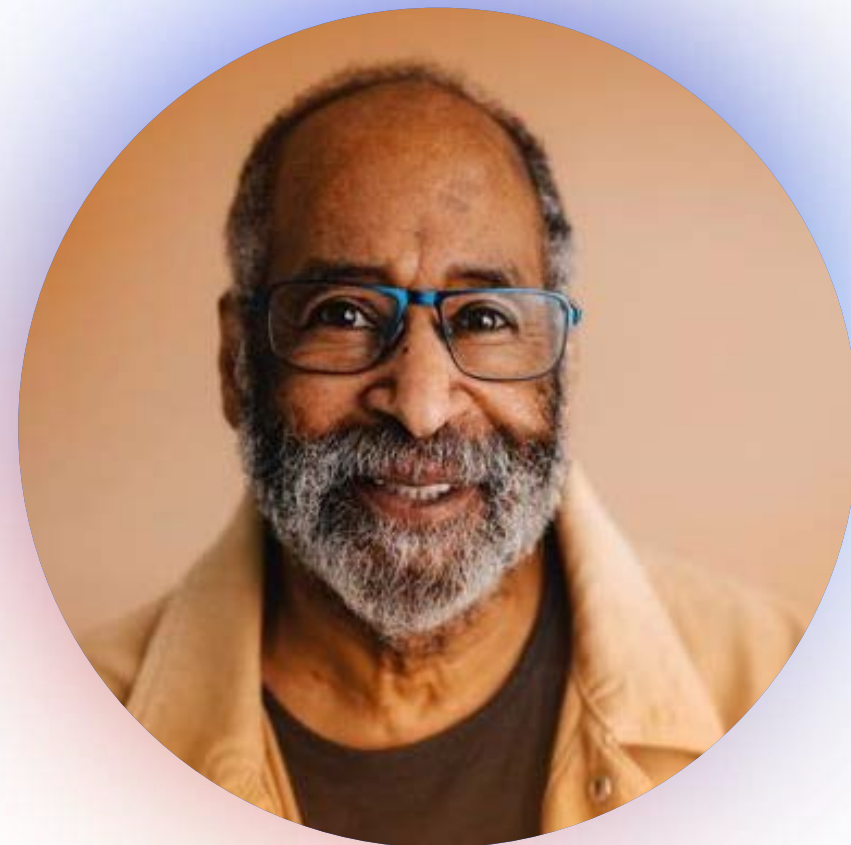


OpenText Aviator

Use case scenarios: IT operations



IT operations made simple



Why it's hard today

- High volume of manual repetitive IT tasks
- Limited employee autonomy and engagement
- Low compliance with IT policies
- Inefficient IT operations and rising IT costs
- System downtime affects business success



Powered by OpenText

- OpenText™ Service Management Aviator™
- OpenText AI Operations Management Aviator™



Wins for everyone

- **Employees:** Get instant answers, no waiting or ticketing.
- **IT team:** Deliver smarter services with low-code tools.
- **IT systems operator:** Get mission-critical info to minimize downtime disruptions.

The big payoffs

▶ Accelerate resolutions at scale

Resolve inquiries in seconds with AI-powered answers to things moving—no bottlenecks.

▶ Empower users with clarity

Give employees the confidence to act with clear, accurate guidance—no guesswork.

▶ Boost IT productivity

Cut ticket volume and free up IT to focus on higher-value priorities, not repeat questions.

Let's get started...

User IT outages/requests

Provide instant recommendations for fixes and related KB articles.

Onboarding

Get a step-by-step action plan for initial IT setup.

Password/access help

Get a walk-through of process for secure password reset quickly.

Case escalation with sentiment analysis

Create fewer escalations and happier users by solving hot issues faster.

New service requests

Initiate a service request with required user form for new software or hardware.



Explore IT scenarios



Employee self-service program reimbursement

I'm an employee, and I'm ready to crush my fitness goals. I need to know about the gym reimbursement. Got the gist, the forms, and the steps to claim in seconds. Zero email ping-pong, just straight to the treadmill.

Let's go



Employee vacation-day policy inquiry

I'm an employee, and I need to know how much time off I've got so that I can take a much-needed vacation. Instant answer. No hunting, no waiting. Now I'm one step closer to out-of-office.

Let's go



A user has questions about email outage

I'm an employee wondering what's up with email. Instead of waiting on hold, I asked AI-powered self-service—and got instant updates, clear answers, and peace of mind. Crisis averted!

Let's go



A user inquires how to call in Microsoft Teams

I'm an employee with questions about how to call from Microsoft Teams. AI self-service instantly answers my IT questions. From chat to call without confusion. I receive fast, accurate answers, keeping pace with my busy day!

Let's go



Turn tickets into answers with (almost) zero rework

I'm a service agent turning past tickets into ready-to-use knowledge articles—like magic. With AI doing the heavy lifting, I skip the rework, build reusable resources in seconds, and lighten my workload without breaking a sweat.

Let's go



Request a virtual machine with self-service

I'm an employee who needs a virtual machine—fast. With AI-powered self-service, I just ask in plain language, and it guides me through setup like a pro. No tickets, no waiting, just done.

Let's go



Smarter IT ticket summaries for faster fixes

I'm a service agent speeding through support with AI at my side. When a user needs help—like hooking up a printer—AI gives me the highlights and step-by-step fix in seconds. Quick read, quick response, problem solved!

Let's go



Detect user sentiment insights

I'm in IT services, and AI's got my back, reading between the lines to spot frustration before it boils over. With smart sentiment detection, we dodge escalations, speed up support, and keep users smiling (instead of shouting).

Let's go



Fix system issues in record time

I'm an IT operator turning messy incidents into fast recoveries. With AI flagging problems, surfacing fixes, and auto-building playbooks, I cut downtime, reduce escalations, and keep teams focused on moving forward—not chasing logs.

Let's go

Get clear answers about company policies

I'm an employee looking for details on a fitness program reimbursement.

1 Know what counts

Sample prompt: "What is covered under the fitness reimbursement program?"

Impact: Quickly see if your gym, classes, or gear qualify before you swipe your card.

2 Max your benefits

Sample prompt: "How much can I get reimbursed and how often?"

Impact: Find out how much you can claim and how often, so you don't leave money on the mat.

3 Submit it the right way

Sample prompt: "What documents do I need to submit for reimbursement?"

Impact: Skip the guesswork and get paid faster by uploading exactly what's needed.

4 Avoid time-off surprises

Sample prompt: "Where and how do I file my reimbursement request?"

Impact: Follow the steps to file with confidence and get your reimbursement.

5 Beast mode: Activated

Get fast, accurate answers and direct links to supporting HR policies—no ticket, no wait.

See it in action!

Instantly answer employee questions with AI-powered self-service

Unlock the possibilities:

- **Resolve inquiries** instantly instead of in 24–48 hours.
- **Cut ticket volume** by up to 60% thanks to AI-driven self-service.
- **Boost satisfaction and adoption** with happier users and up to 70% self-service uptake.
- **Scale ticket resolution** without adding headcount.

Help yourself to answers you need about benefits

I'm an employee and want to understand the company vacation benefits.

1 Get the lay of the land

Sample prompt: "How many vacation days do I get?"

Impact: Get the big picture fast so you can plan your getaway without guessing

2 Use what you've earned

Sample prompt: "Do my vacation days carryover?"

Impact: Know exactly what you've earned and don't let a single day slip away.

3 Book with confidence

Sample prompt: "What's the process for requesting vacation time, and how far in advance do I need to submit it?"

Impact: Avoid the back-and-forth and lock in your time off with confidence.

4 Avoid time-off surprises

Sample prompt: "Are there any blackout periods when vacation cannot be taken?"

Impact: Steer clear of no-go dates and make sure your PTO plans stick.

5 Vacation mode: Activated

Get fast, accurate answers and direct links to supporting policies—no ticket, no wait.

See it in action!

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Unlock the possibilities:

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Get self-service information on an email outage

I am an employee and need to know what's going on with an email outage.

1 Check the status, fast

Sample prompt: "Is there an active email outage right now?"

Impact: Instantly know if it's just you— or everyone—and avoid chasing false fixes.

2 Get the scoop

Sample prompt: "What's causing the outage and who's working on it?"

Impact: Stay in the loop with real-time insights on the issue and who's on it.

3 Plan around the downtime

Sample prompt: "Is there an estimated time for resolution?"

Impact: Eliminate the guesswork and adjust your activities if you need to.

4 Stay productive

Sample prompt: "What are the next steps to resolve the issue?"

Impact: Get smart workarounds so you can keep moving while IT sorts it out.

5 No inbox? No problem

Stay informed and productive during email outages—no ticket, no wait.

See it in action!

Instantly answer IT questions with AI-powered self-service

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Learn how to make a call from Microsoft Teams®

I'm an employee with questions about how to call from Microsoft Teams.

1 How to start your call

Sample prompt: "How do I make a phone call from Microsoft Teams?"

Impact: Learn the basics in seconds so you can ditch email and dial direct.

2 Know what you've got

Sample prompt: "Do I need special permissions or a license to call external numbers?"

Impact: Avoid surprises. See if you're set up to call outside the org.

3 Fix what's missing

Sample prompt: "Why don't I see the dial pad in Teams?"

Impact: Eliminate the guesswork and adjust your activities if you need to.

4 Call the world!

Sample prompt: "Can I make international calls with Teams?"

Impact: Find out if global calling is enabled so your reach isn't limited.

5 Dial smarter, not harder

From chat to call without confusion. Receive fast, accurate answers, keeping pace with your busy day!

See it in action!

Instantly answer IT questions with AI-powered self-service

Unlock the possibilities:

- **Resolve inquiries** instantly instead of in 24–48 hours.
- **Cut ticket volume** by up to 60% thanks to AI-driven self-service.
- **Boost satisfaction and adoption** with happier users and up to 70% self-service uptake.
- **Scale ticket resolution** without adding headcount.

Turn tickets into answers with (almost) zero rework

I'm a service agent creating a knowledge article based on a past incident.

1 What's this really about?

Sample prompt: "Can you summarize this support ticket for me?"

Impact: Too long? Doesn't matter. AI gives you the highlights so you can get going.

2 Checklist, unlocked

Sample prompt: "What information do I need to provide for my VM setup?"

Impact: Know exactly what you need to include in your article with no guesswork, no gaps.

3 Pick the right option

Sample prompt: "What are the available VM types and specs I can choose from?"

Impact: Get clear, up-to-date options— so your article stays useful.

4 Know when to log in

Sample prompt: "How long does it take for a virtual machine to be provisioned?"

Impact: Include realistic timelines so users know what to expect.

5 Publish with confidence

You've built a helpful, complete article that's ready to publish. We won't tell anyone that it took less than 15 minutes.

See it in action!

Turn one ticket into knowledge for all

Unlock the possibilities:

- **Cut article creation time** by up to 90% using previous ticket summaries.
- **Improve article accuracy** by up to 50% with AI-suggested content and consistency checks.
- **Boost knowledge base coverage** by up to 50% by turning solved tickets into reusable content.

Request a virtual machine with self-service

I'm an employee and need a virtual machine set up by IT services.

1 Spin it up fast

Sample prompt: "How do I request a new virtual machine from IT?"

Impact: Cut the red tape and get your VM request in minutes, not days.

2 Give IT what they need

Sample prompt: "What information do I need to provide for my VM setup?"

Impact: Get your VM set up right the first time—no back-and-forth required.

3 Pick the right option

Sample prompt: "What are the available VM types and specs I can choose from?"

Impact: Choose what fits your workload—no more guesswork or overkill.

4 Know when to log in

Sample prompt: "How long does it take for a virtual machine to be provisioned?"

Impact: Plan your project with clarity—no more wondering when it's ready.

5 Your VM, on-demand

Build, test, run—Get your virtual machine fast! IT-powered and user-controlled, it's that easy!

See it in action!

Instantly answer IT questions with AI-powered self-service

Unlock the possibilities:

- **Resolve inquiries** instantly instead of in 24–48 hours.
- **Cut ticket volume** by up to 60% thanks to AI-driven self-service.
- **Boost satisfaction and adoption** with happier users and up to 70% self-service uptake.
- **Scale ticket resolution** without adding headcount.

Smarter IT ticket summaries for faster fixes

I'm a service agent getting help to summarize a ticket and provide a resolution.

1 So far, so good

A service agent receives a support request that a user needs to connect a printer to a new laptop.

2 Thanks for the summary

With the click of a button, the service agent asks OpenText Aviator to summarize the ticket.

Impact: The important stuff? Already summarized for you.

3 Give them what they need

Action: Aviator provides key info like printer IP and user location, along with updates.

Impact: Skip the back-and-forth and stay focused on the fix.

4 Find the solution fast

Action: Aviator pulls from chat history to offer a smart solution.

Impact: Get answers fast with everything needed to resolve it on the spot.

5 Everyone wins!

Get IT tickets solved at light speed—for happier agents and satisfied users. Less waiting, less stress, more high fives.

See it in action!

From request to resolution—AI speeds up every step

Unlock the possibilities:

- **Cut resolution time** by up to 50%.
- **Skip the search** with instant summaries and fast recommendations.
- **Boost first-touch resolution** by up to 35%—fewer follow-ups, more fixes.

Detect user sentiment insights

I'm in IT services championing using AI tools that spot user frustration.

1 Enable smart triage

A user visits the service portal to submit a request to connect to the VPN from a phone.

The service agent is assigned this request.

2 Run sentiment check

Action: OpenText Aviator has assigned the service request a neutral sentiment and as a medium priority ticket.

Impact: All good. Calm vibes detected. Prioritize and move on.

3 Monitor mood in real time

After time has passed with no response, the user gets angry and requests an update with a prompt resolution.

Impact: Yikes. The anger does not go unnoticed.

4 Detect rising urgency

Action: Aviator automatically detects the change in user sentiment, shifts sentiment from "neutral" to "negative," and updates the service request to "escalate."

Impact: AI flips the switch to escalate—fast. Service doesn't drop the ball.

5 Drive proactive response

Beat the drama. Let Aviator continuously monitor tone shifts across tickets.

See it in action!

Spot and resolve rising frustration before it's an escalation with AI sentiment detection

Unlock the possibilities:

- **Reduce missed escalations** by up to 70%.
- **Detect signs of urgency**—like customer frustration or anger—before a human agent would notice.
- **Cut response time** for high-priority tickets by up to 60% and jump into action faster.

Fix system issues in record time

I'm an IT systems operator trying to find a resolution fast to minimize downtime disruption.

1 Flag the issue fast

A system event related to PostgreSQL DB deadlock issue, and it has no associated instructions to solve the problem.

Action: The operator right-clicks on an event to invoke OpenText Aviator within context of the issue: PostgreSQL ERROR: deadlock detected.

Impact: Quickly see if your gym, classes, or gear qualify before you swipe your card.

2 Zero in on the details

Sample prompt: "How do I check the current value of deadlock timeout parameter?"

Impact: Pinpoints the exact value you need — no wasted time chasing logs.

3 Summarize and resolve

Action: The question is answered and it looks good, the operator has the option to now summarize the conversation to help resolve the issue.

Impact: Step-by-step instructions are surfaced to solve the detected issue fast.

4 Turn answers into playbooks

Action: The operator now uses OpenText Aviator to summarize the conversation, it can be used to add to the organization's knowledge base which will automatically be attached to similar events if they occur in the future.

Impact: Solve once, apply many times—smoother ops with less effort.

5 Done and dusted

With OpenText Aviator, IT operators use AI to capture, streamline, and record the fix - Issues resolved faster, processes standardized, and confidence boosted across the team!

Stronger IT team performance, with fewer escalations.

Unlock the possibilities:

- **Faster recovery, less downtime** Cut MTTR and reduce business hours lost to incidents by up to 35%.
- **Smarter teams and fewer escalations** Lower escalations by up to 40%.
- **Stronger knowledge and fixes at scale** Build reusable fixes, driving up to 95% coverage of recurring incidents in the knowledge base.



 **Limitless**