

SymphonyAI Summit Incident Management

Incident Management

The constant availability of superlative service has become imperative for the successful operation of today's IT-driven businesses. Incident Management is an IT Service Management (ITSM) process that helps ensure the same during incidents and minimizes the chances of any adverse impact on business.

SymphonyAI Summit Incident Management, an ITIL 2011 certified module, is designed to help tackle incidents smartly and prevent recurrence. Packed with powerful features like out-of-the-box Categorization, Knowledge Management, Auto-Routing, and Auto Escalation workflows, SymphonyAI Summit provides the option to route incidents based on diverse criteria. The automated feedback mechanism validates and captures the solution, and also helps monitor SLA compliance.

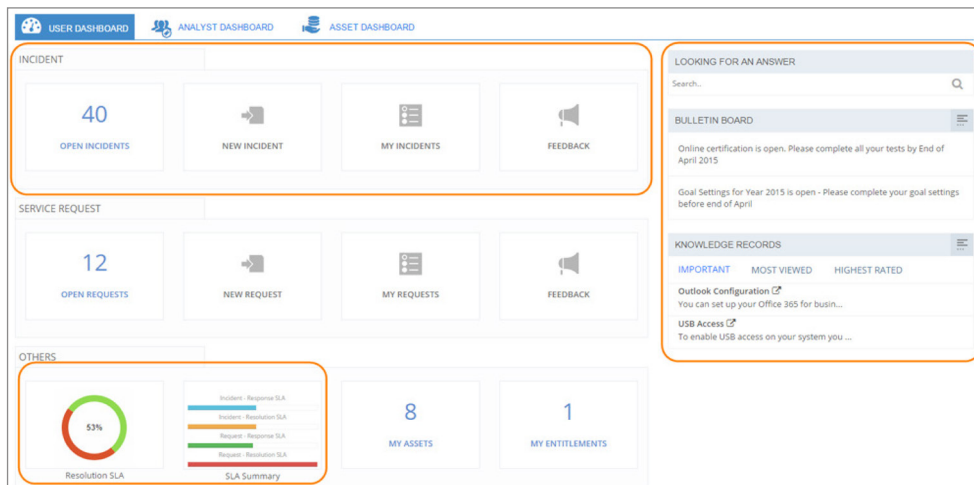
Key features

- Self-service portal
- Multi-tenant platform
- Remote desktop sharing and chat with user
- Comprehensive reporting
- Checklists
- Per-incident cost management
- Customer Satisfaction (CSAT) survey

Self-service portal

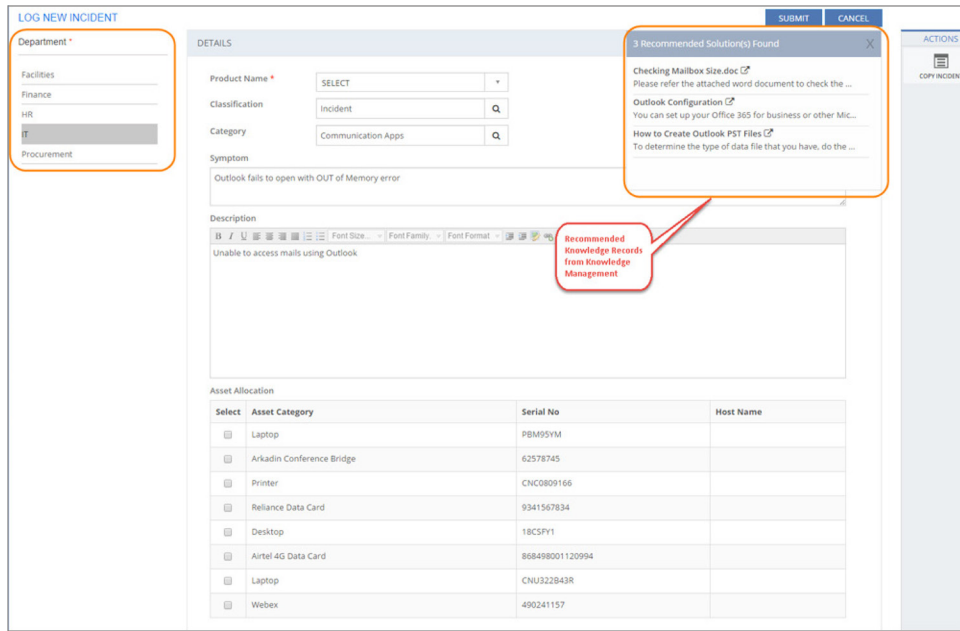
SymphonyAI Summit offers multiple ways for end users/customers to access the services of their service providers. End users can log an incident through a web portal, an email/SMS, or a phone call. SymphonyAI Summit enables integration to the active directory, allowing users to log an incident record through a single sign-on (SSO).

The self-service portal provides end users the option to view all the incidents logged by them with the status details. In addition, it also allows users to view all the related policy documents published by the respective department and frequently used knowledge articles.



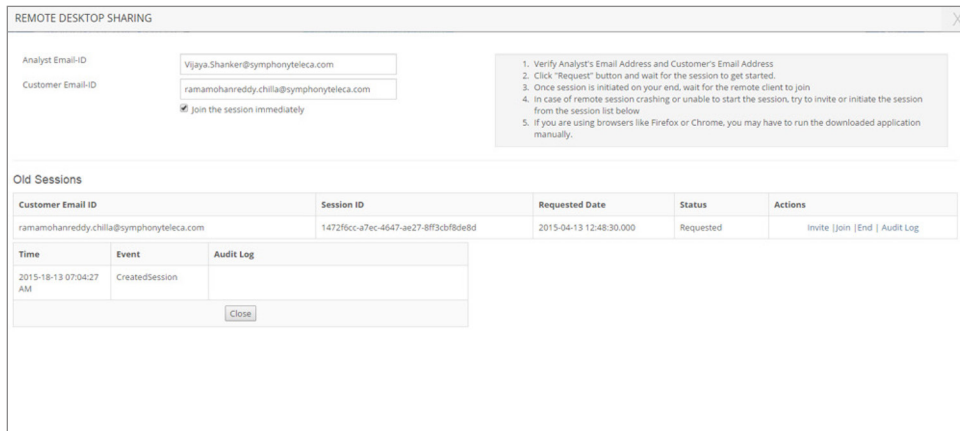
Multi-tenant platform

The SymphonyAI Summit Incident Management is a multi-tenant platform that enables enterprises to configure multiple Service Desk instances, such as IT, HR, Finance, etc. to provide SLA-based services to the end users. SLAs for the respective Service Desk instances can be different and the data privacy between instances can be controlled by providing the relevant access to the assigned analysts.



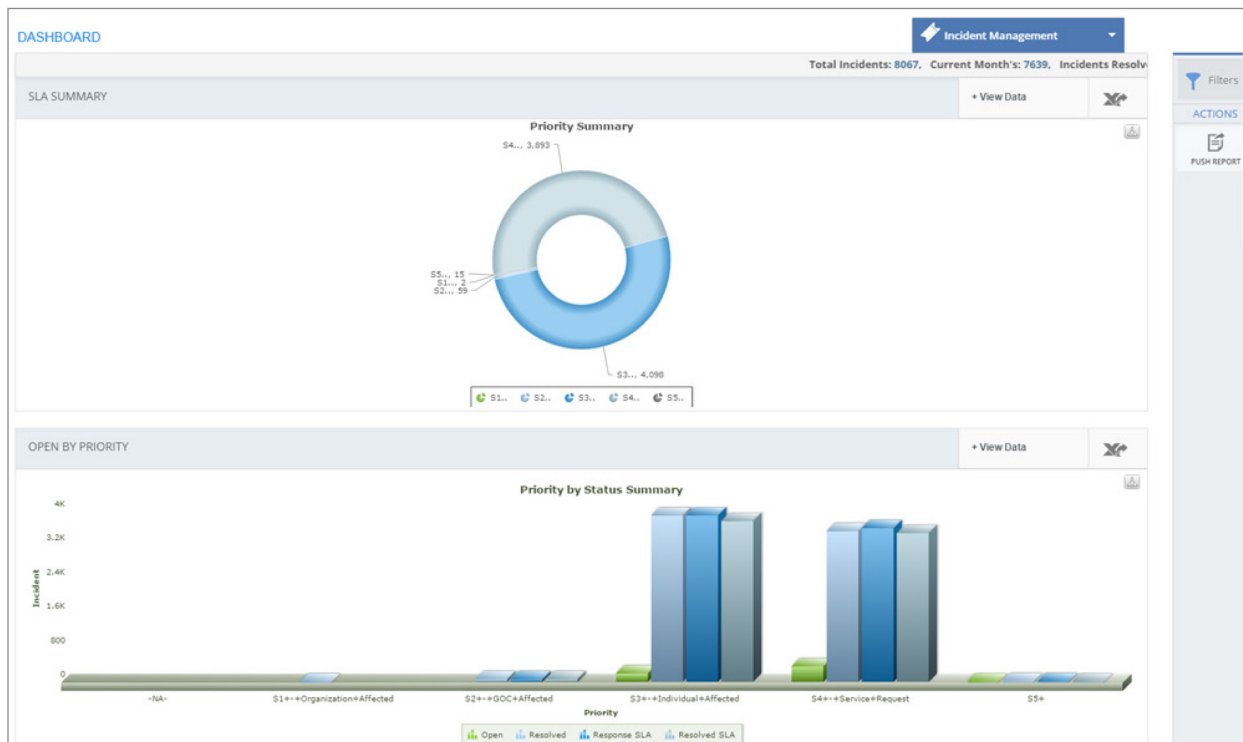
Remote desktop sharing and chat with user

The SymphonyAI Summit Incident Management system enables the assigned analysts to connect to the end user's managed point remotely to troubleshoot the reported incident. It also helps the end users and the assigned analysts to collaborate via a chat engine. The transcripts of the chat conversation about the incident are recorded.



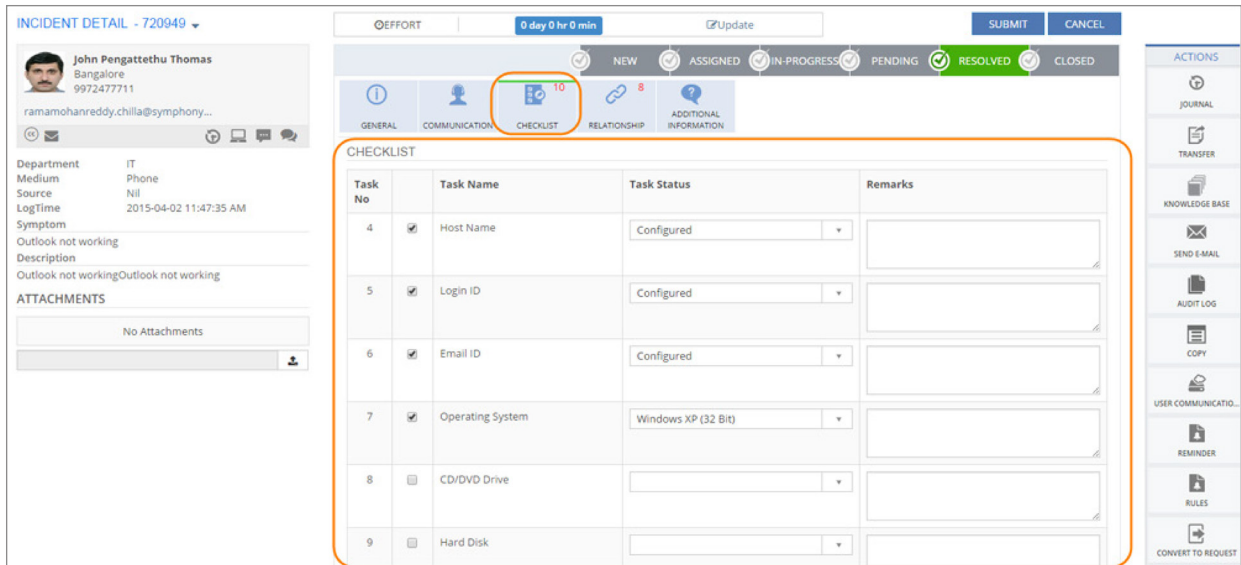
Comprehensive reporting

- **Dashboard:** Monthly reports on the incident volume, incident status, SLA summary, workgroup summary, user group summary, details of pending incidents along with the graphical representation of the incident volume and the incident status.
- **SLA reports:** By workgroup, Analyst, customer, and location: Reports displaying the response and resolution compliance for defined time duration for all the severities are generated.
- **Cost per-incident report:** Reports displaying cost of resolving incidents and charge-back business based on costs.
- **Open incident status:** reports displaying all the open incidents with details, such as incident ID, log time, status, medium, caller, category, description, severity, and workgroup.
- **Incident status:** Reports displaying data about the performance of a workgroup with respect to the resolution of an incident as per the SLA requirements.
- **Classification reports:** Reports displaying incidents by classification and category, Top 20 classifications, assigned to workgroup, and closure code.
- **Miscellaneous reports:** Reports displaying Top 20 callers, reopened incidents, incident bounce reports, and daily reports.
- **Feedback summary reports:** Graphical report displaying feedback and also a detailed rating report on each feedback question that the client has customized for their processes.



Checklists

Using the SymphonyAI Summit Incident Management module, analysts can create checklists of action items for incidents. The action items and their status are tracked during the life cycle of the incident to ensure successful closure of the incident.



The screenshot displays the 'INCIDENT DETAIL - 720949' page. On the left, there is a user profile for John Pengattethu Thomas and incident details including Department (IT), Source (Nil), and Symptom (Outlook not working). The top navigation bar shows incident status options: NEW, ASSIGNED, IN-PROGRESS, PENDING, RESOLVED, and CLOSED. A 'CHECKLIST' tab is selected and highlighted with an orange circle. The main content area contains a 'CHECKLIST' table with the following data:

Task No	Task Name	Task Status	Remarks
4	<input checked="" type="checkbox"/> Host Name	Configured	
5	<input checked="" type="checkbox"/> Login ID	Configured	
6	<input checked="" type="checkbox"/> Email ID	Configured	
7	<input checked="" type="checkbox"/> Operating System	Windows XP (32 Bit)	
8	<input type="checkbox"/> CD/DVD Drive		
9	<input type="checkbox"/> Hard Disk		

Per-incident cost management

Using the SymphonyAI Summit Incident Management module, the cost of each incident can be defined and tracked on a weekly or monthly basis, based on the category of the incident. Drill-down reports are also available to track the cost associated with the incident resolution.

Customer Satisfaction (CSAT) survey

- Transactional feedback: User feedback on various configurable questions for each of the resolved incidents.
- Periodic CSAT: Various templates are available to collect feedback from the user at defined intervals.

Core benefits

- Industry best practices for call logging and resolution
- High first call Resolution (FCR) with contextual knowledge records
- Service response improvement and resolution through SLA governance
- Improve Analysts' productivity and uplift their morale
- Customer satisfaction improvement
- Rapid resolution through centralized knowledge base
- Real-time reports for the management

FEEDBACK - INCIDENT ID: 720929 X

SUBMIT

1) How do you rate this call resolution quality by IT Service Desk?: — ★★★★★ **Good**

2) How do you rate the technical quality of the Service Desk Executives?: — ★★★★★ **Very Good**

3) Overall, how do you rate the experience of using IT Service Desk?: — ★★★★★ **Very Good**

4) How do you rate the professionalism and communication skills for ServiceDesk agents?: — ★★★★★ **Very Good**

Comments:

The issue was resolved very quickly. Thanks for your help!

About SymphonyAI Summit

SymphonyAI Summit's AI-driven platform provides enterprise-grade capabilities made easy, for the most cost-effective solution. The advanced, modular solution unifies service management, asset management, and service automation into a single, easy-to-use platform. Enterprises and service providers use Summit to dramatically reduce the cost and complexity of their IT management while improving efficiency, productivity, predictability, and control. Leading enterprises across financial services, healthcare, manufacturing, education, and many more verticals are delivering exceptional user experiences while lowering IT costs using SymphonyAI Summit. SymphonyAI Summit is a SymphonyAI business.

Request a demo or contact us for more information:
summit.sales@symphonysummit.com