AI agents that resolve Tier 1 tickets 24/7 — password resets, routing, KB lookup. Flat fee, not per-ticket.

∂i~ƒ Data Intelligence Factory

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Service Desk Cell

Agentic IT Support

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Tier 1 resolved. Humans freed for complex work. 24/7 coverage. Human escalation.

The Problem

PAIN POINT	IMPACT
Password resets consume 30-50% of Tier 1	Expensive humans doing simple tasks
After-hours coverage gaps	Users stuck until morning
Tickets mis-routed	Bounce 2-3 times before right team
SLA breaches	Customer complaints, contract penalties
KB articles unused	Users open tickets instead of searching

Your support team is skilled. They shouldn't reset passwords all day.

The Solution — Service Desk Cell

What you buy: An agentic cell that resolves your tickets

ELEMENT	DESCRIPTION
The Cell	AI agents + human oversight
Pricing	Flat $8K/sprint — NOT per-ticket
How it works	Agents handle Tier 1, humans handle Tier 2/3
24/7 coverage	Agents don't sleep

Handle 100 or 10,000 tickets. Same price.

Use Cases

USE CASE	BEFORE	AFTER
Password Reset	15 min human time	2 min automated
How-To Questions	Ticket → human → KB copy/paste	Instant KB lookup
Ticket Routing	25% mis-routed	<5% mis-routed
Status Updates	Human checks, responds	Auto-response
After-Hours	None or expensive on-call	24/7 Tier 1
SLA Monitoring	Reactive	Proactive alerts

Password reset alone = 30-50% of Tier 1 eliminated.

Agent Roles

AGENT	WHAT IT DOES
Triage Agent	Classifies, prioritizes, routes tickets
Resolution Agent	Handles Tier 1 (password, how-to, known issues)
Knowledge Agent	Searches KB, surfaces solutions
Escalation Agent	Detects when human needed, preps context
SLA Monitor	Tracks deadlines, alerts before breach
Reporting Agent	Metrics, trends, recurring issues

Your Tier 2/3 team focuses on complex issues and improvements.

Sprint 0 — Discovery & First Agent

4 weeks | $2K or FREE with 6-month contract

WEEK	FOCUS
Week 1-2	Map ticket flow, analyze volume, assess KB quality
Week 3	Build Triage or Password Reset agent
Week 4	Live pilot with real tickets, decision: continue or stop?

Sprint 1+ — Cell Operation

4 weeks each | $8K/sprint

- Cell handles Tier 1 tickets 24/7
- Humans handle Tier 2/3 escalations
- New agents added per sprint
- SLA dashboard, improvement proposals

KB Quality Gate

We assess your knowledge base in Sprint 0:

DIMENSION	SCORE 1-5
Coverage	Top categories covered?
Accuracy	Articles correct?
Findability	Easy to search?
Freshness	Recently updated?
Structure	Consistent format?

If score < 15/25: Sprint 1 = fix KB before Resolution Agent.

We don't build on bad foundations.

What You Get

Sprint 0 Deliverables: - Ticket Flow Assessment - Volume Analysis Report - KB Assessment Scorecard - SLA Baseline Report - First Production Agent - Training for Your Team

Sprint 1+ Deliverables: - 24/7 Tier 1 resolution - New agents per sprint - SLA Dashboard (real-time) - Monthly improvement proposals

You own everything. Full IP transfer, in your environment.

Integrations

CATEGORY	PLATFORMS
Ticketing	ServiceNow, Jira SM, Zendesk, Freshdesk
Identity	Active Directory, Okta, Azure AD
Knowledge Base	Confluence, SharePoint, ServiceNow KB
Communication	Slack, Teams, Email
Monitoring	PagerDuty, Datadog, New Relic

Pricing

PHASE	PRICE	WHAT'S INCLUDED
Sprint 0	$2,000	Discovery + first agent (4 weeks)
Sprint 0	FREE	With 6-month contract commitment
Sprint 1+	$8,000/sprint	Full cell operation (unlimited tickets)
Maintain-only	$4,000/month	Agents run, we monitor & fix

Flat fee. NOT per-ticket. 24/7 coverage included.

The ROI Math

METRIC	BEFORE	AFTER	SAVINGS
Password resets/month	500	50 (exceptions only)	90% reduction
Cost per reset	$15-25	$2-3	85% savings
Tier 1 to humans	100%	30-50%	50-70% deflection
After-hours cost	$5K/month (on-call)	Included	$5K/month

ROI typically visible in Sprint 1.

Ready for 24/7 Tier 1 support?

Sprint 0: Assess your tickets, build your first agent.

4 weeks. $2K (or FREE with 6-month contract).

Book a Call → di-factory.biz/contact