

USU

AI Agents for USU IT Service Management

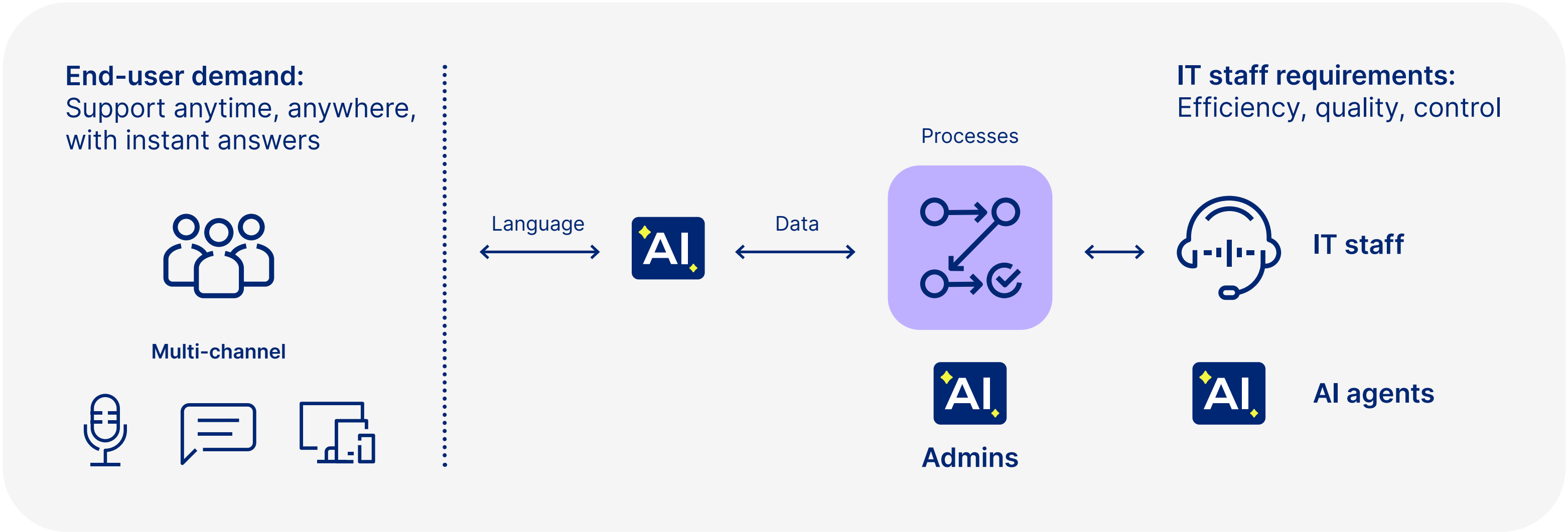


Automated Support for IT Teams and End Users

USU IT Service Management offers a range of AI agents that significantly reduce the workload for service teams and users. They're powered by our own USU AI Platform, which we've built in-house and continuously enhance. You can optionally extend the USU AI Platform with Large Language Models (LLMs) from open-source providers or commercial third parties.

You can run our agents either on-premises or as a SaaS solution. Details about available configurations are provided in the section [AI Operating Models](#).

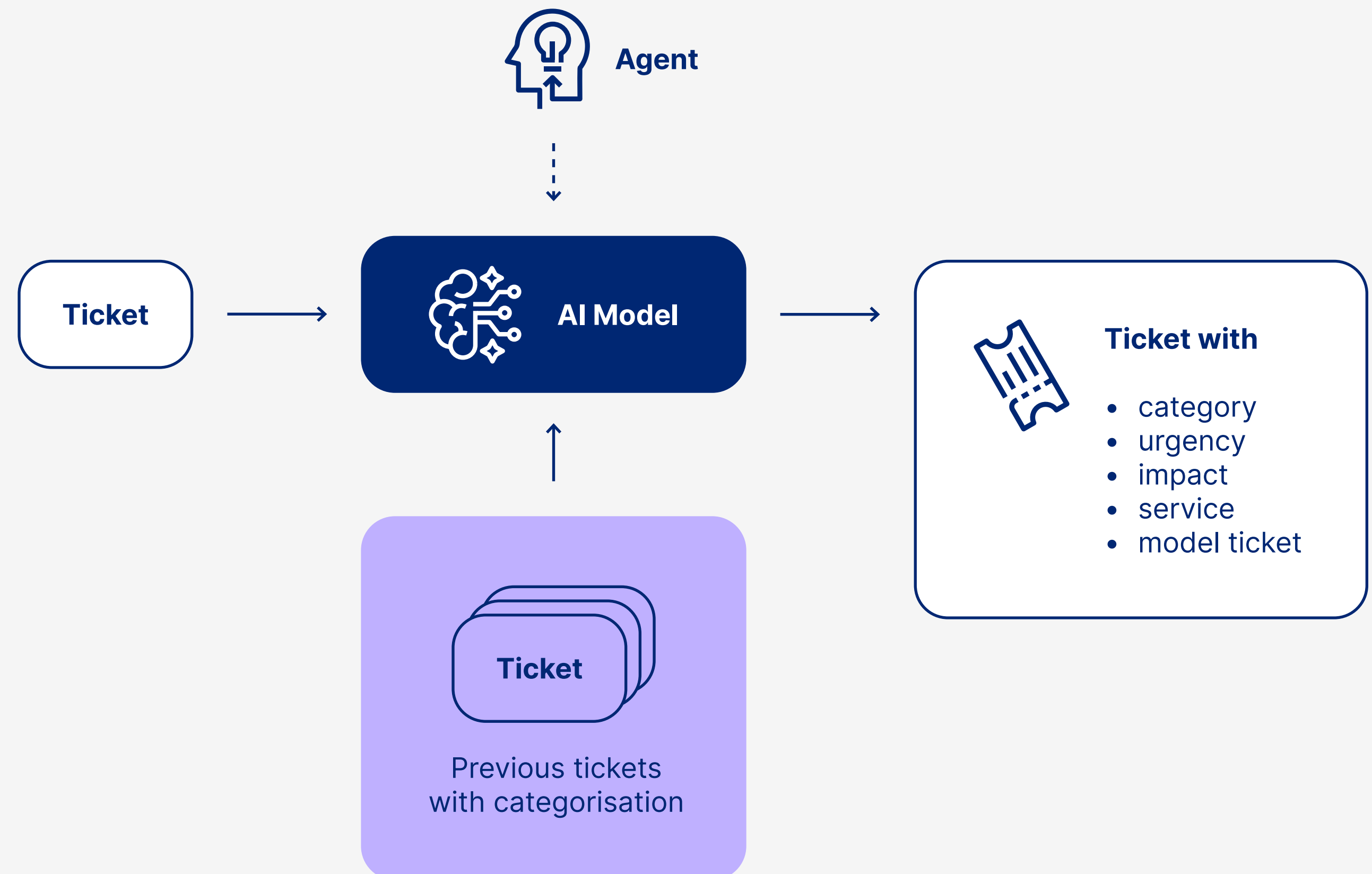
Most AI agents use pre-trained Large Language Models (LLMs) or transformer models. They work right out of the box—no training with your own data needed.



ITSM AI Agents

Ticket Dispatcher Agent

The Ticket Dispatcher Agent automatically analyzes incoming tickets and classifies them by category, urgency, impact, and related service. It also detects whether a ticket belongs to an ongoing master incident. Based on this data, it automatically assigns the ticket to the right team. This shortens processing time and prevents classification errors—so every ticket reaches the right group right away.



Chatbot Agent

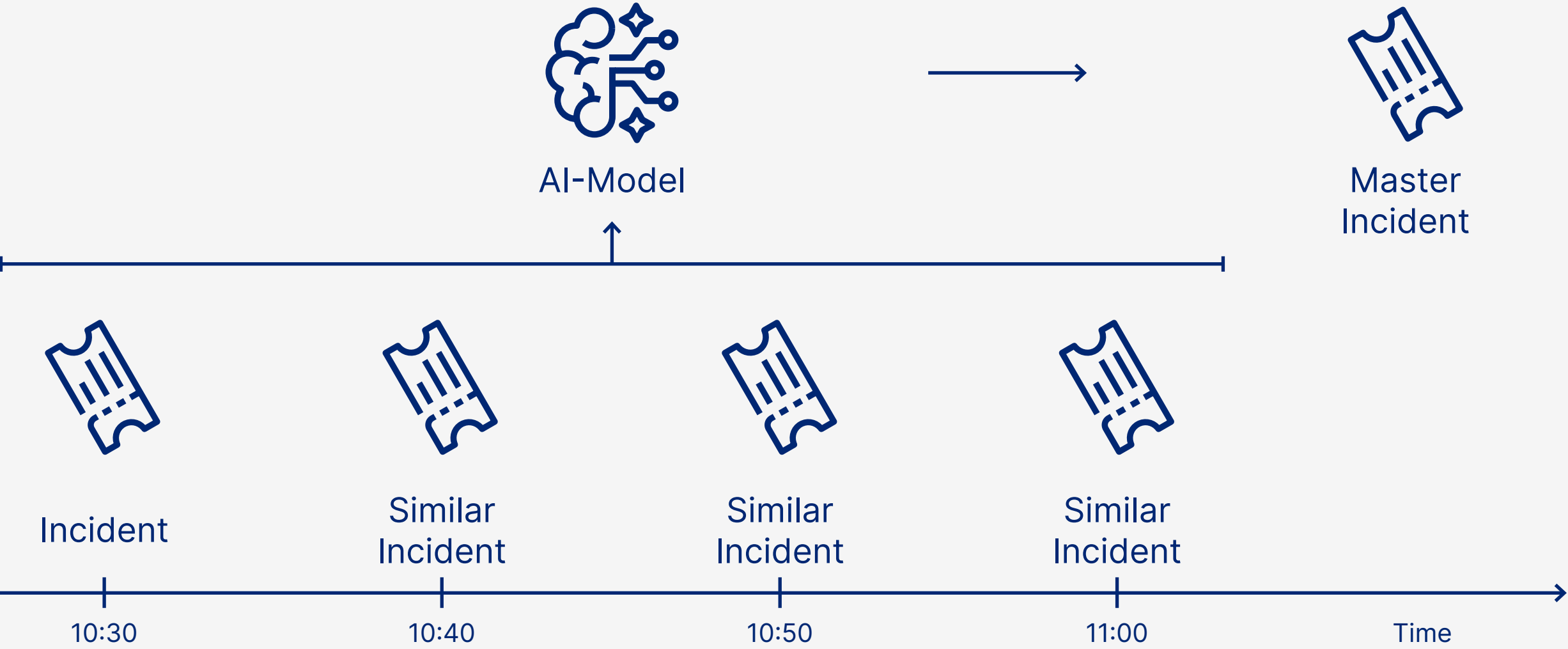
The Chatbot Agent is your first point of contact in support. Using natural language processing, it answers questions directly from your knowledge base, provides ticket and asset information, and performs actions like reporting incidents, ordering services, or triggering self-healing routines. The AI agent is available around the clock and delivers instant help—no human intervention needed.

Ticket Translation Agent

Break down language barriers with the Translation Agent. It automatically translates incoming and outgoing ticket content between multiple languages, helping your global support team communicate clearly in each user’s preferred language. This enables true 24/7 IT service in multiple languages—without adding extra work.

Master Incident Detection Agent

This agent monitors incoming tickets in real time, detects patterns, and raises an alert when a larger issue emerges. Your team can act fast, communicate transparently, and minimize business impact.



Incident Summary Agent

The Incident Summary Agent compiles key information from long ticket histories, attachments, and updates into a concise, actionable summary. It highlights the core issue, measures taken, and results—perfect for handovers, reports, or audits.

Note: This agent requires integration with a Large Language Model. See section [AI Operating Models](#).



Solution Finder Agent

The Solution Finder Agent analyzes current incidents, identifies similarities with resolved ones, and generates new solution suggestions based on proven results. This helps your team reuse best practices faster and deliver consistent outcomes.

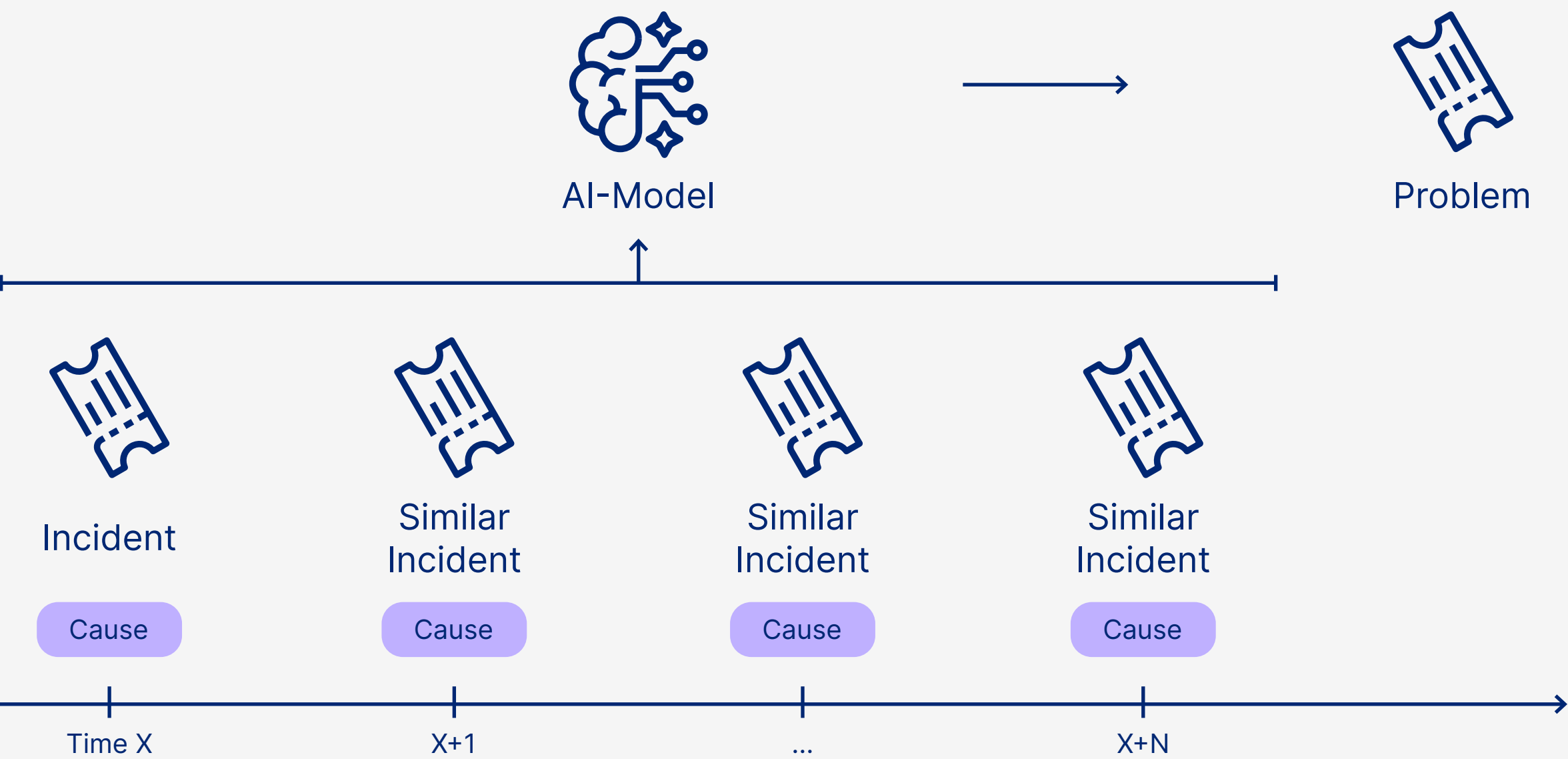
Note: This agent requires integration with a Large Language Model. See section [AI Operating Models](#).

Screenshot Analysis Agent

When users attach screenshots to their tickets, the AI agent gets to work. It extracts information such as system details, URLs, or email addresses—saving your team from manual review and analysis.

Problem Detection Agent

The Problem Detection Agent identifies clusters of similar incidents already resolved and recommends creating a new problem ticket. With this proactive AI analysis, you can address issues before they escalate.



Change Risk Agent

This AI agent analyzes past incidents caused by changes and uses these insights to assess the risk level of upcoming modifications. It provides a confidence score to support your CAB decisions and helps ensure safe, successful change implementations.

Change Cause Detection Agent

When a new incident occurs, this AI agent reviews recent changes to find potential correlations. That means you'll pinpoint root causes faster and cut down on unnecessary investigation.

Standard Change Detection

This AI agent reviews normal changes and detects repeating patterns. When it identifies recurring, low-risk changes, it recommends classifying them as standard changes. That way, you can implement safe, routine changes without CAB approval.

Knowledge Creation Agent

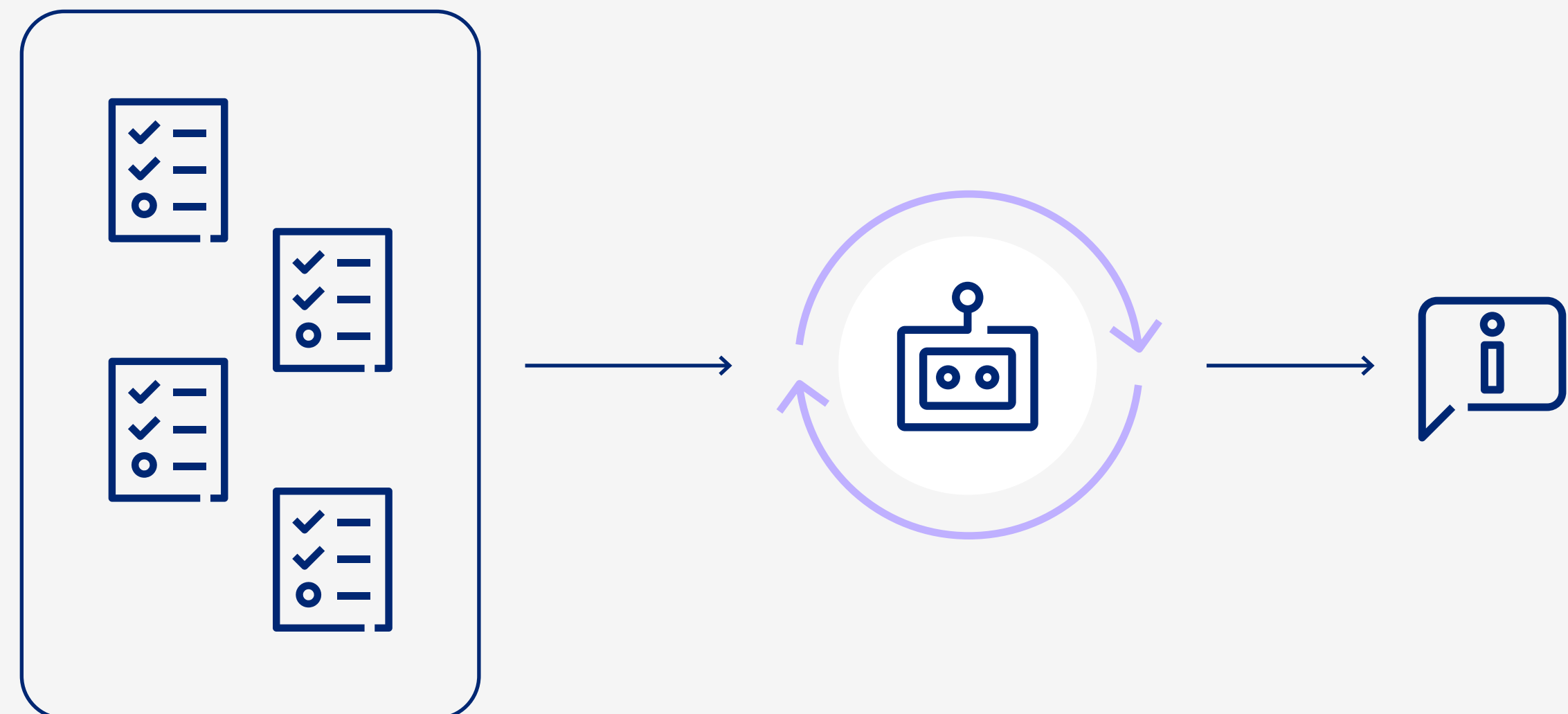
Turn existing articles into new, reusable knowledge—in multiple formats. The Knowledge Creation Agent automatically generates new articles, how-tos, and FAQs from your existing data, expanding your knowledge base with no extra effort.

Note: This agent requires integration with a Large Language Model. See section [AI Operating Models](#).

Knowledge Retrieval Agent

Through an intuitive chat interface, the AI agent searches your knowledge base and instantly delivers relevant answers. It understands intent, context, and different phrasing—creating a seamless knowledge experience.

Note: This agent requires integration with a Large Language Model. See section [AI Operating Models](#).



Knowledge Inconsistency Detection Agent

The agent continuously scans your knowledge content for contradictions, outdated instructions, or inconsistencies between articles—and helps you resolve them. This keeps your content accurate and trustworthy.

Note: This agent requires integration with a Large Language Model. See section [AI Operating Models](#).

Knowledge Verification Agent

For sensitive topics, this agent applies stricter accuracy checks and avoids hallucinations. It ensures that only verified and validated knowledge is used to respond to critical requests—no matter how they're phrased.

Note: This agent requires integration with a Large Language Model. See section [AI Operating Models](#).



Scripting Agent

Write code faster and easier with AI. Our AI Coding Assistant helps you create Python scripts within your workflows. Simply describe what you need in natural language—the agent generates the right code for your process.

Note: This agent requires integration with a Large Language Model. See section [AI Operating Models](#).

AI Operating Models

USU ITSM AI Agents

USU AI Platform

LLM

USU ITSM Data & Documents

Most AI agents use only the USU AI Platform and don't require a Large Language Model (LLM). These AI agents can run either on-premises or as a SaaS solution. The SaaS version is operated by USU, with data centers located in Germany or within the EU.

Some AI agents require a Large Language Model (LLM). You can choose from the following options:

- Use open-source LLMs for on-premises operation, such as LLaMA or Mistral
- Integrate commercial cloud providers, such as OpenAI, Azure, or Google

On-premises LLMs must be operated by you on your own hardware, while cloud-based LLMs are hosted by the respective provider. In both cases, USU supports you in connecting the chosen LLMs to your AI agents—ensuring smooth and secure integration.

Discover more
on our website:

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