


Give your service desk an AI advantage


Inside Unisys Service Experience Accelerator: Unisys Digital Assistant and our knowledge curation tool

Your service desk handles thousands of interactions every day. Unisys makes sure each one counts. As part of our Service Experience Accelerator technology, Unisys Digital Assistant and our knowledge curation tool work together in a continuous feedback loop — generating insights, building knowledge, and delivering faster, more consistent support to every employee.




7300+

field technicians



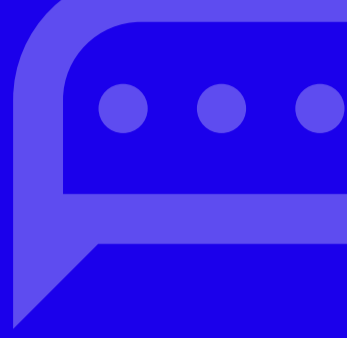
120+

countries



95%

first-visit fix rate



126+

languages supported



Unisys Digital Assistant

Self-service support powered by conversational AI

Unisys Digital Assistant is available on any channel, in any language, in real time — providing employees fast resolutions without the wait. When an issue needs a human touch, agents receive full context from the start, so no time is lost.

KEY FEATURES

- Step-by-step automated resolutions employees can complete on their own
- Seamless handoff to live agents with full issue context
- Real-time chat and voice translation across any language, with no delays
- Keeps knowledge current by feeding recurring issues to our knowledge curation tool



Knowledge curation tool

A knowledge base that writes and improves itself

Our knowledge curation tool is powered by AI to find gaps in your knowledge base and fill them — automatically. It analyzes support tickets, generates new articles based on proven resolutions, and keeps your knowledge base accurate.

KEY FEATURES

- Interactive knowledge graph that makes gaps and relationships instantly visible
- Monitors knowledge coverage and automatically detects gaps
- Generates new articles using GenAI and data from up to thousands of real ticket resolutions
- Tracks knowledge quality with analytics that drive continuous improvement



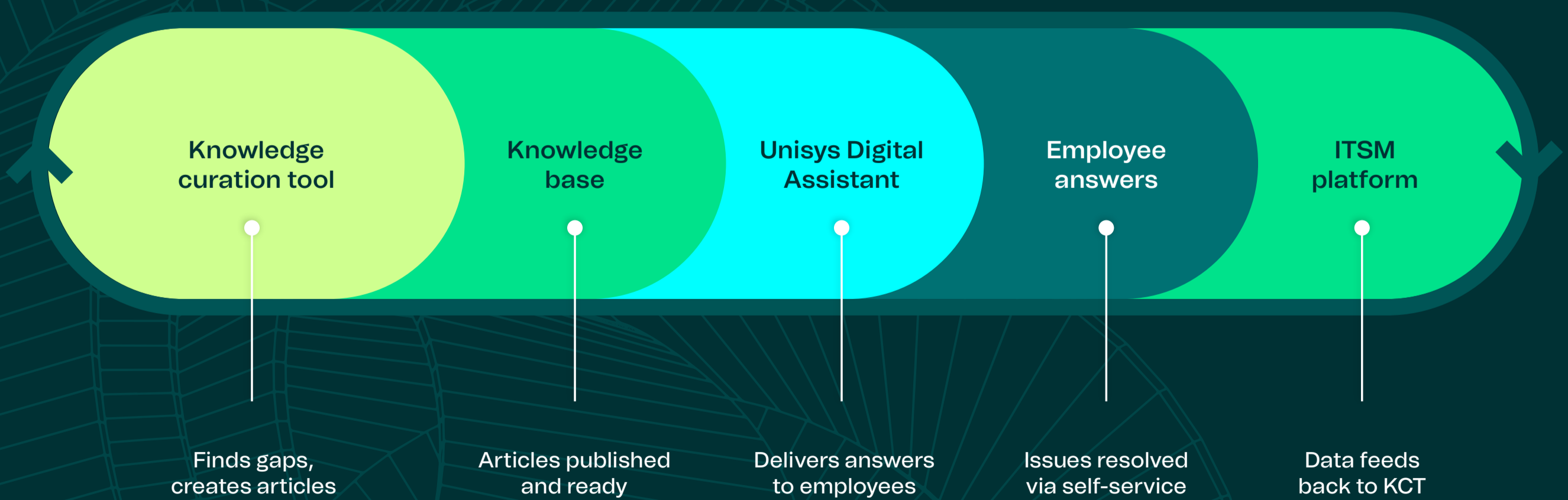
Your data stays yours

Data processed by Unisys Digital Assistant and our knowledge curation tool remains within your environment — fully controlled by your organization and in line with Zero Trust principles. Your data is not extracted, stored, or processed outside of your cloud.

Better together: Two tools. One continuous loop.

Unisys Digital Assistant and our knowledge curation tool are designed to work as one. Through Unisys Digital Assistant, recurring employee issues are captured and fed directly to the knowledge curation tool, which uses it to generate new, relevant knowledge articles. Those articles are then delivered back to employees through Unisys Digital Assistant — creating a feedback loop that continuously improves your service desk without any manual effort.

CONTINUOUS FEEDBACK LOOP



Recognized by industry analysts



See what your service desk can do.

Ready to put AI to work in your service desk? [Talk to a Unisys expert](#) or [visit our website](#) to learn more.