



Solution brief

Improve the IT service experience

Unisys Next-Gen Service Desk with Genesys



Highlights

Generative AI-enhanced user experience

Persona-based user journeys

Proactive support

Real-time voice and chat translation to virtually any language

Incident response and resolution

Request coordination and fulfillment

Problem and knowledge management

Major incident and VIP support

Remote device and software assistance

Quality assurance processes

Self-healing capabilities

User self-service options

Automated IT support workflows

Service experience enhancement

As the “face” of IT operations, your service desk is crucial for effective employee tech support. An innovative service desk balances user experience, security and quality assurance with operational efficiency to minimize downtime and maximize productivity.

The Next-Gen Service Desk solution with the AI-powered Genesys Cloud CX platform elevates IT support by enhancing agent productivity through automation, real-time translation, business insights and intelligent workflows. Streamlining task completion and processes improves service delivery and user experience.

The solution is powered by the Service Experience Accelerator and Genesys Cloud CX, harnessing generative AI capabilities. Resolve your service issues, from initial identification through triage, follow-ups and closure. Self-healing capabilities address issues proactively, reducing the need for IT intervention. An omnichannel experience empowers users to submit and manage requests and incidents in the way that they prefer.

Boost productivity with self-healing IT



Benefit from a service desk that can detect and resolve issues before they disrupt user experience or productivity.

The Next-Gen Service Desk solution with Genesys takes you beyond the limitations of a traditional service desk. This intelligent workplace service combines expert delivery staff, robust process controls and advanced technology via the Service Experience Accelerator, which is the intelligent technology behind multiple Unisys solutions. Utilize a service desk for first-line user support, ticket management, incident management and self-healing. It also offers remote assistance, knowledge management and automated response.

How you benefit

- **Increased operational efficiency:** Enable employees to work more efficiently with minimal interruption, resolving issues through an omnichannel support system. You'll control IT spending while maintaining or even improving service quality.
- **Adaptable support:** Adapt your service desk to the changing needs of the business, scaling up or down as required. The solution's flexibility also lets you evolve your capabilities as needs and technology change.
- **Stronger security:** Strengthen your cybersecurity with a service desk built on a Zero-Trust framework. Enhance in-tenant trust through secure automation and AI/ML algorithms that keep data in place while enabling expanded use cases.
- **Better user experience:** Guide live agents through conversations in the Genesys Cloud CX platform using a persona-aware Agent Copilot real-time assistant. Surface the right knowledge at the right moment, including automated compliance checklists and auto-summarization.
- **Quality assurance:** Heighten service excellence with regular reviews of service desk performance to ensure you're meeting value and service objectives. Leverage sentiment and empathy analysis along with nearly full coverage of all contacts using AI-enabled evaluations.
- **User autonomy:** Empower users to handle their own requests with a service portal and AI chatbots that provide instructions, knowledge base articles and FAQs. Proactive issue detection and resolution ensure minimal disruptions and boost productivity.



Get fast answers

Give users instant access to precise, contextual answers through gen AI-powered guided support, eliminating the need to sift through lengthy manuals and knowledge bases.

Why Unisys?

Unisys can help you better support employees and improve the employee experience by aligning your services to key workforce personas. Gain a comprehensive, integrated suite of services that leverage advanced technologies like AI and machine learning to yield better business outcomes. Real-time chat translation capabilities enable seamless support for employees of any language, anywhere in the world. You benefit from our personalized proactive support, deep industry knowledge, strategic partnerships and commitment to innovation.

To explore how the Next-Gen Service Desk solution with Genesys can transform the service experience, [visit us online](#) or [contact us](#) today.



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