

Drive uptime and revenue with unified IT support

Unisys Agentic Service Desk



Highlights

Generative AI-powered user experience and content creation for dynamic knowledge management

Persona-based user experiences

Proactive, AI-powered support across all channels

Real-time voice and chat translation to virtually any language

Incident response and resolution

Request coordination and fulfillment

Major incident and VIP support

Remote device and software assistance

Convenient, modern support options, including virtual tech cafés and IT asset vending machines and lockers

Self-healing capabilities

Automated resolution options

Service experience enhancement

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

Unisys Agentic Service Desk enhances employee and crew productivity through AI automation, convenient support channels and proactive resolutions. By reducing friction and streamlining support, teams stay focused on the customer experience—not the technology powering it.

Powered by Unisys Service Experience Accelerator technology, the solution harnesses multiple AI capabilities. It complements Unisys Digital Assistant, our AI-powered chatbot, and the Unisys Enterprise Knowledge Management solution, which continually manages and optimizes knowledge bases for a better user experience. Self-healing capabilities address issues proactively and automated resolutions empowers users to quickly solve issues without engaging a support agent.

Boost productivity with self-healing IT



Benefit from a service desk that can detect and resolve issues before they disrupt restaurant operations.

The Agentic Service Desk solution takes you beyond the limitations of a traditional service desk. This intelligent workplace service combines expert delivery staff, robust process controls and AI technology. Utilize service desk for first-line user support, ticket management, incident management and IT insights. It also offers remote assistance, AI-powered knowledge management and convenient zero-touch support options.

How you benefit

- **Increased operational efficiency:** Enable restaurant crews to work more efficiently with minimal interruption. The result is lower IT costs, stronger service delivery, and more time focused on customer experience.
- **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:** Agentic AI assists live agents through conversations 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.

Why Unisys?

Unisys can help you better support employees and improve the employee experience by aligning your services to key workforce personas, like franchisee, corporate employee or crew member. 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.



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.

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



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