



Use case

Unisys Next-Generation Service Desk

Routing smarter, resolving faster, and learning continuously with an AI-enabled help desk

Support shapes how employees experience work. When your team spans continents and time zones, your service desk becomes central to productivity. Next-Generation Service Desk, powered by Unisys Service Experience Accelerator (SEA) technology, applies AI to route inquiries with precision, equip agents with instant insights, and turn every interaction into an opportunity to improve.

Scenario



Organization size and scope:

Mid-size to large enterprise organizations with distributed workforces and complex service desk operations



Objective:

Deliver intelligent, scalable IT support that reduces resolution times and improves employee satisfaction

Across five continents, 70,000 employees initiate support requests through phone, chat, email, and portal. Agents search knowledge bases and past tickets for answers. Complex issues get transferred between teams. Your service desk tracks everything, but connecting data points requires manual work. Intelligent automation changes this — routing requests accurately, equipping agents with instant insights, and learning from every interaction.



How Unisys delivers value

Whether supporting healthcare, financial services, manufacturing, or public sector teams, AI optimizes every stage of support:

- **Intelligent routing:** AI gathers context when inquiries arrive, enriches tickets with device data, and routes requests to the right team immediately.
- **Agent augmentation:** Real-time assistance surfaces recommended actions, relevant articles, and past steps while agents work.
- **Knowledge optimization:** AI identifies knowledge gaps in about 10% of monthly tickets — indicating where employees need guidance. SEA's knowledge curation tool drafts articles from successful resolutions, keeping your knowledge base current.
- **Proactive support:** Pattern detection predicts issues and triggers automated fixes before users notice problems. Ticket volumes drop while productivity improves.
- **Omnichannel engagement:** Employees use their preferred channel to communicate with support. AI maintains context across channels while SEA enables real-time translation to remove language barriers.
- **Guided self-service:** Unisys Digital Assistant provides instant step-by-step guidance through chat, achieving a 25% resolution rate. When issues require human support, AI captures context and routes to the right agent.

ROI potential

Next-Generation Service Desk strengthens employee engagement and satisfaction, delivering measurable impact:

- Higher productivity through expert support and AI tools that improve first-contact resolution rates
- Proactive self-healing that detects issues before employees report them and automates fixes, reducing disruption
- Improved employee experience through faster support without repeated explanations, waiting for callbacks, or channel switching
- Lower operational costs, as proactive remediation prevents tickets and automation handles routine tasks
- Continuous improvement measured through experience-level agreements that track outcomes, satisfaction, and trust in IT

To learn more about how Next-Generation Service Desk can help your organization deliver intelligent IT support, visit our [website](#) or [contact us](#).



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