



SAMPAT

Service Desk



AI-Driven IT & Enterprise Service Management

SAMPAT Service Desk transforms traditional support operations into a smart, automated service management platform. The system goes beyond basic ticketing to provide intelligent routing, predictive insights, and measurable service performance improvements.

Designed for enterprise environments, SAMPAT enables organizations to streamline service workflows, improve user satisfaction, and maintain strict SLA compliance through intelligent automation.

Key Features



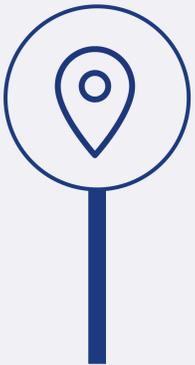
AI-Driven Smart Ticket Assignment

Automatically assigns tickets based on technician skills, workload, historical performance, and priority. Optimized routing and automated processes reduces manual intervention.



Omni-Channel Ticket Creation

Users can submit requests through email, web portal, phone, mobile apps, or social media forms, chatbots - all integrated into a single queue.



SLA Tracking & Escalation

Automatic SLA monitoring ensures compliance with escalation triggers for unresolved issues.



Knowledge Base Automation

Self-service knowledge base reduces ticket volume by enabling users to resolve common issues independently.



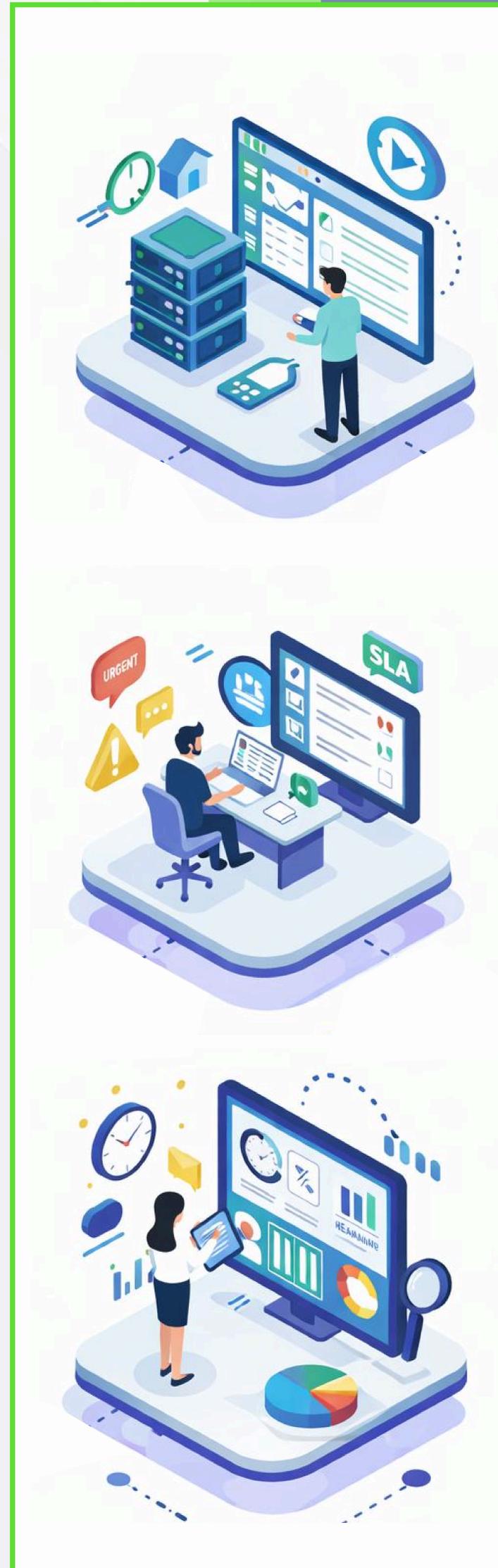
Recurrence Intelligence

Identifies repeat issues and triggers preventive actions to avoid future disruptions.



Two Way Email Communication

Enable users to raise tickets through email while support teams manage and respond directly from the service desk platform. All conversations are automatically logged within the ticket, ensuring transparent communication, faster resolution, and complete service history.



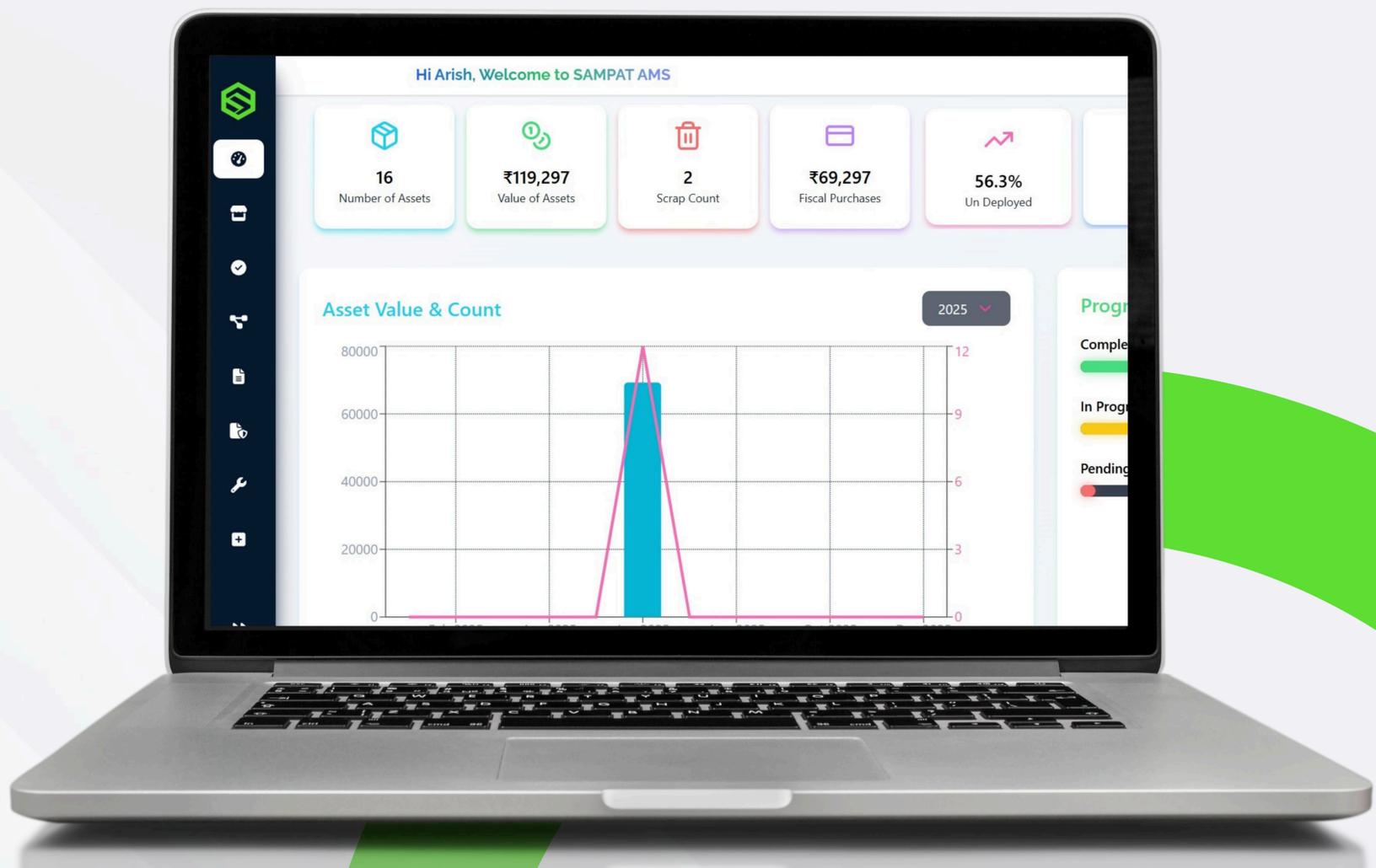
Business Benefits

- ✓ Faster ticket resolution
- ✓ Reduced support costs through automation
- ✓ Improved user satisfaction
- ✓ Efficient workload distribution among technicians
- ✓ Better visibility into service performance
- ✓ Reduced system downtime
- ✓ Engineer Performance KPI Dashboard

ROI & Business Impact

Organizations using SAMPAT Service Desk achieve:

- ✓ 60–70% faster ticket resolution times
- ✓ Reduced service desk operational costs
- ✓ Higher SLA compliance rates
- ✓ Improved support team productivity
- ✓ Reduced ticket volume through self-service capabilities



Why Choose SAMPAT

AI-Enabled Service Intelligence

Machine learning improves ticket assignment and resolution efficiency over time.

Unified Operational Platform

Seamlessly integrates with asset management for better incident tracking.

Enterprise-Ready Architecture

Supports high-volume service environments with secure and scalable infrastructure.

Outcome-Driven Design

Focused on delivering measurable improvements in service efficiency and customer satisfaction.

Book a demo to see how SAMPAT Service Desk can modernize your support operations.

Product lines of SAMPAT



SAMPAT Asset Management

Complete lifecycle visibility and financial control over enterprise assets.

SAMPAT Productivity Monitoring

Data-driven insights to improve workforce performance and efficiency.

Contact Us



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