



# SERVICE DESK MANAGEMENT

AI-Driven Enterprise Service  
Management Software

ITIL - Ver 4.0



## Key Features



AI Smart Ticket  
Assignment



Omni-Channel  
Ticketing



SLA Tracking &  
Escalation



Root Cause  
Analysis



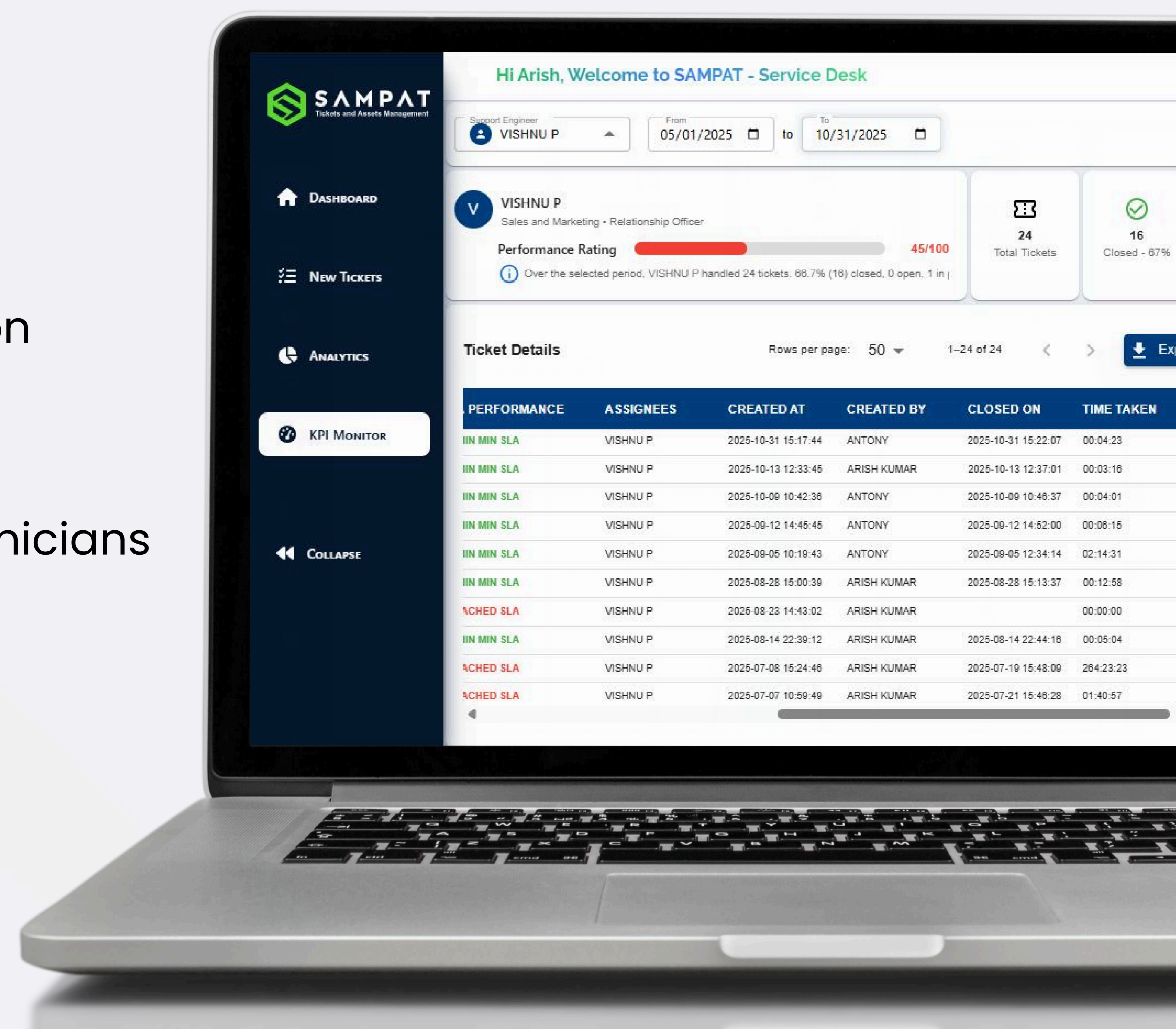
Recurrence  
Intelligence



Two-Way Email  
Communication

## 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
- Reduced service desk operational costs
- Higher SLA compliance rates
- Improved support team productivity
- Reduced ticket volume through self-service



## Why Choose SAMPAT

AI-Enabled Service Intelligence

Unified Service Operations

Enterprise-Ready Architecture

Outcome-Driven Design

## Product Lines of SAMPAT

### SAMPAT Asset Management (SAMS)

Lifecycle visibility and financial control over enterprise assets.

### SAMPAT Productivity Monitoring (SPM)

Workforce productivity analytics with actionable performance insights for hybrid and remote teams.

### DocAIT

AI-powered document capture, extraction, validation, and automated processing for forms, invoices, IDs, KYC, and enterprise documents.


### SDMS

SDMS is a secure and centralized document management solution that helps organizations store, organize, access, and manage files efficiently from anywhere.

## Contact Us

 Request a Demo

 Start a Free Trial

 +91 9176625805

 sales@sampatsuite.com

 www.sampatsuite.com