Solution Brief

ZIF IT Service Analytics for Cherwell

The extensible platform of Cherwell Service Management (CSM) promotes the integration of diverse 3rd party applications for improved service delivery. The ZIF IT Service Analytics (ITSA) module from GAVS Technologies is one such add-on that perfectly complements CSM. The module leverages Artificial Intelligence and Machine Learning (AI/ML) to augment CSM's incident management capabilities.

What are the business value-adds to ITSM?

ZIF ITSA delivers tremendous business value by drastically enhancing the user experience through reduced response time, faster incident resolution, and a constant uptick in SLA adherence and customer experience.

Informed Decision Making

• AI/ML driven incident insights

Accelerated Incident Resolution

• Analytics-led technician recommendation
• Elimination of delays due to incorrect triaging and rerouting

Advanced Analytics for Ticket Performance Parameters

• Near-precise values for resolution time, and SLA/CSAT indicators

Sentiment Analysis of Technician-User Interactions

• Minimized reliance on customer to provide feedback
• Reduced escalations
• Enhanced customer satisfaction, and continuous improvement

Behind the Scenes

The computations are powered by supervised and unsupervised machine learning models that are constantly learning from and adapting to, real-time data and historic patterns.

This real-time self-learning capability of these Artificial Intelligence models results in dramatically improved performance, and accuracy of insights.

Analytical Metrics

Suggested Technician

The best-suited technician, based on skills and availability, is recommended by the system using recommender engine-based models.

Expected Time of Resolution

This metric is computed using supervised machine learning algorithms like Classification and Regression, applied to historic data.

SLA Indicator

Possible values for this metric are 'Met', 'Not Met', and 'Non-Business Hours'. This indicates whether the incident was resolved within the defined SLA timeframe. Applies only to tickets created and closed during business hours (configurable).

Customer Satisfaction

This computation is based on the value for the SLA Indicator and the outcome of sentiment analysis techniques applied to the interactions between the technician & the end user. The values are 'Positive', 'Neutral', and 'Negative'.

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