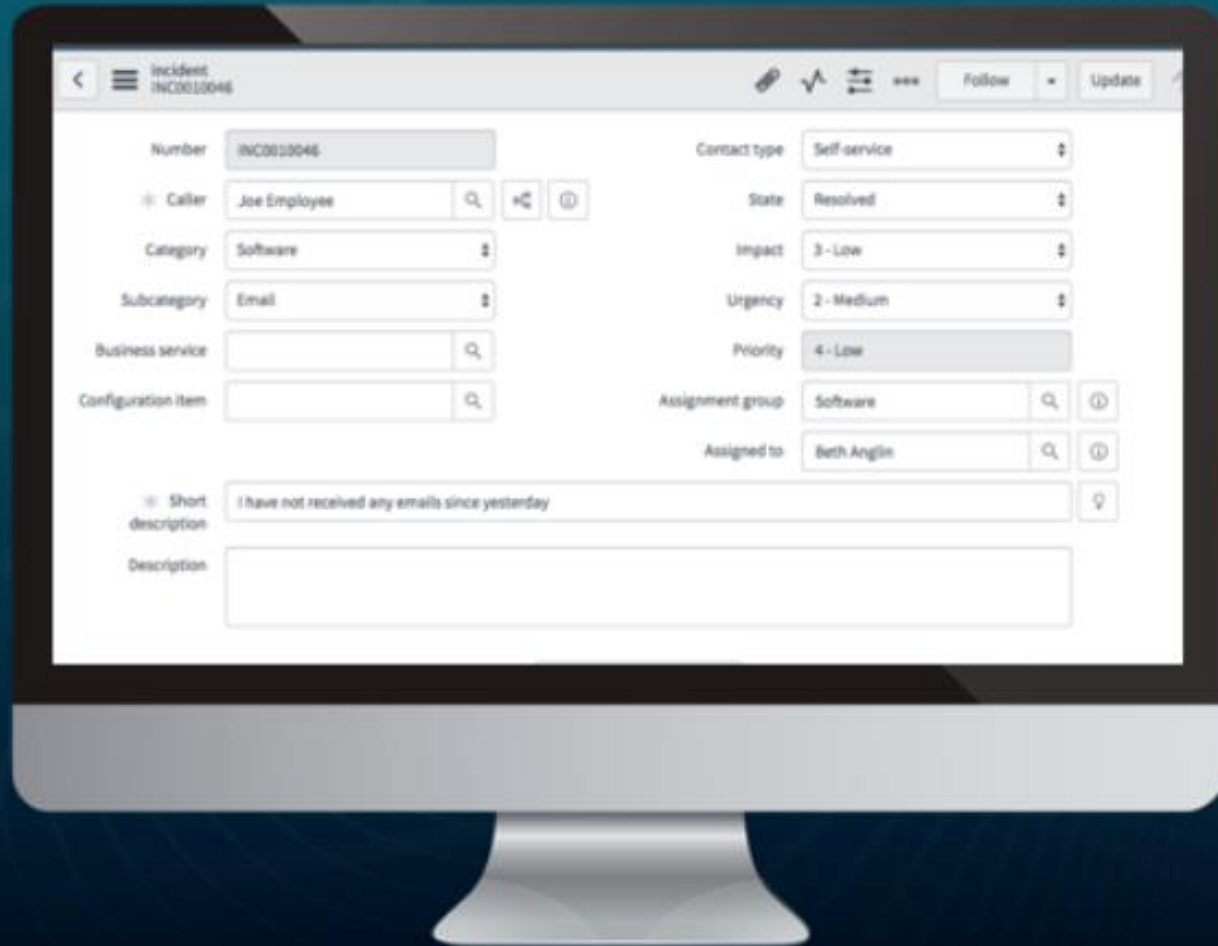




Agent Intelligence for ITSM

Automated incident categorization and assignment



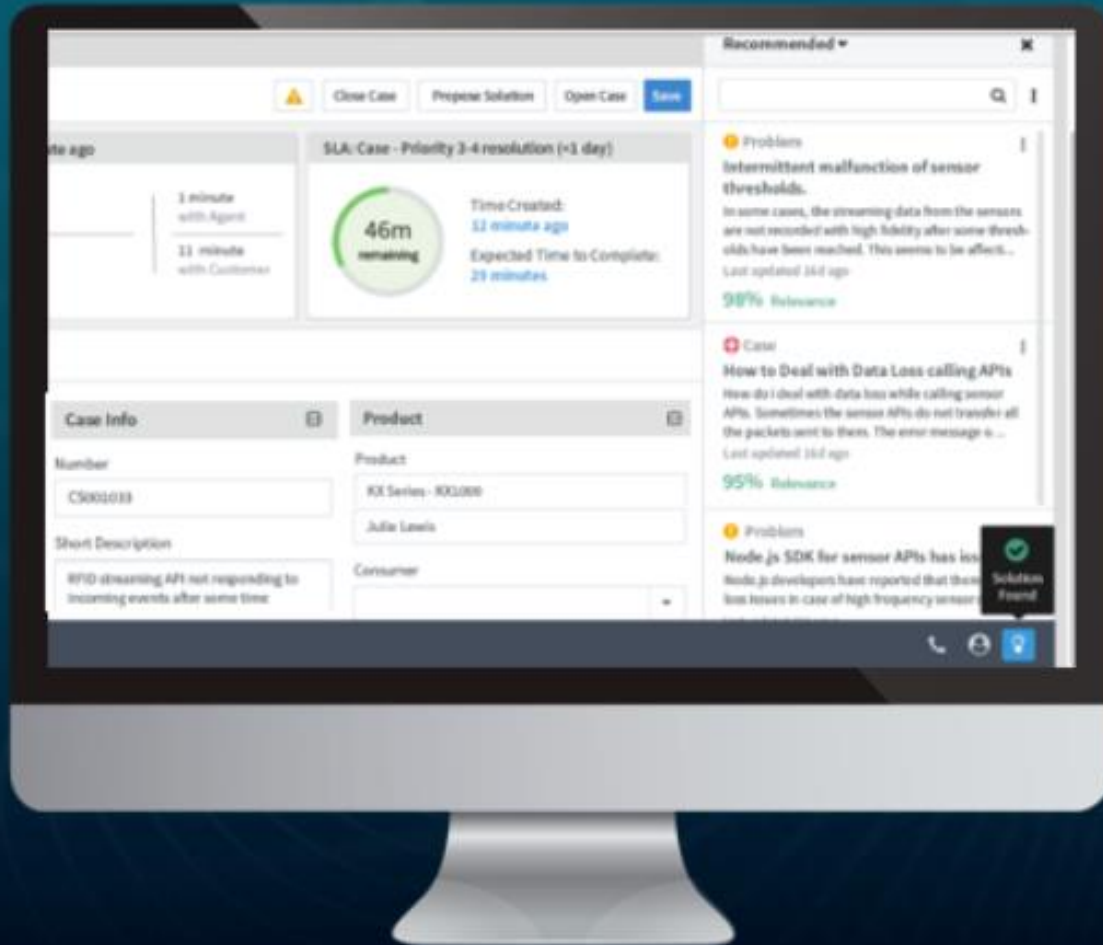
Reduce incident triage time with accurate assignments

Improve CSAT scores by simplifying service requests



Agent Intelligence for Customer Service Management

Accelerate customer response times with case categorization, prioritization, and assignment



Increase satisfaction by simplifying customer requests

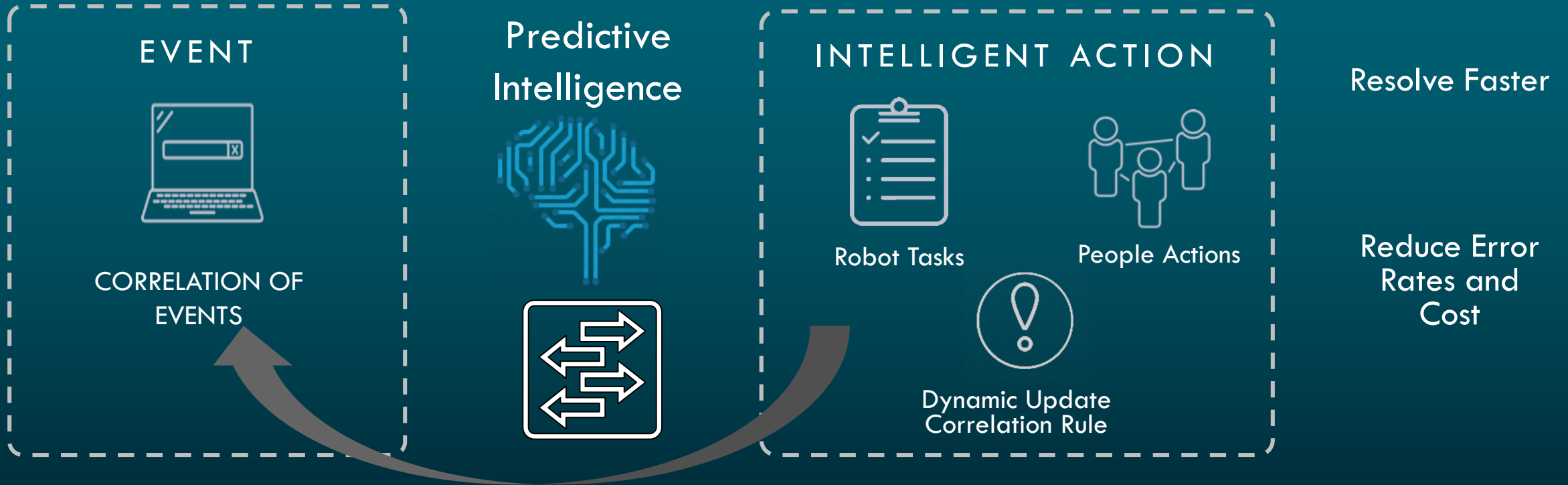
Automate agent work, freeing time to resolve important issues

Reduce errors and escalations

Robotic Process Automation With Business Apps

Based on CMDB and Correlation of events trigger automatic actions

Personalized adaptive intelligence tailored to each customer and their own People Actions



Key differentiation

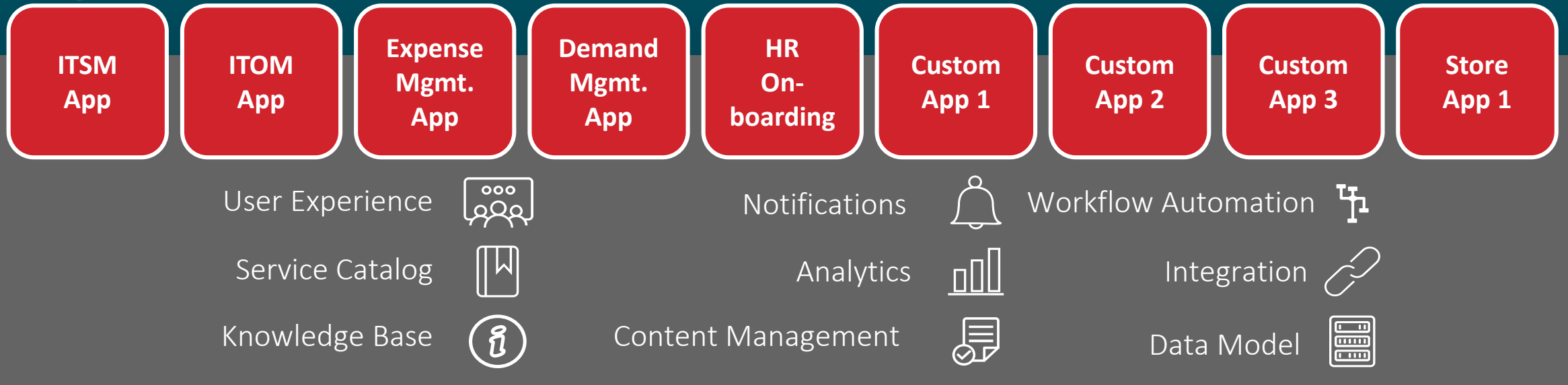
- Easy to customize OOB solutions, no professional services required
- Improved productivity and efficiency in Enterprise and Shared Services
- Improved Quality and Continuous Improvement baked in the platform
- Paperless (save the planet)

Accelerate Innovation with Reusable Components

Rapidly build solutions across people, process, information & things

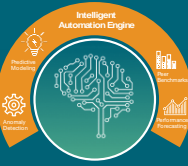
Value









Value



The Customer Journey

Use your Intelligent Automation Engine to enable Lightspeed



MINDSET	MODERNIZE	TRANSFORM	INNOVATE
CUSTOMER	Service and Data Owners	Employees and Executive Leaders	Enterprise and External Customers
PHASE	DATA AUTOMATION	SERVICE AUTOMATION	ENTERPRISE AUTOMATION
CAPABILITIES	 Anomaly Detection  Predictive Modeling  Peer Benchmarking  Performance Forecasting	 Task Routing And logging  Virtual Agent	 Search  Robotic Automation
BUSINESS VALUE	Service Quality & Control	User Experience & Productivity	Service Performance & Speed
OUTCOMES	<ul style="list-style-type: none"> • Resolve Issues before they happen • Auto correct problems • Become Industry Leader amongst your Peers • Predict your Performance towards KPIs • Improve Knowledge Criteria for Key Decisions 	<ul style="list-style-type: none"> • Lower Mean time to Resolution through service automation • Increase Agent efficiency and Case deflection • Increase Net Promoter Score • Increase First call resolution • Increase User experience 	<ul style="list-style-type: none"> • Increase User experience and speed through accurate personal Search results • Increase Customer Satisfaction • Increase revenue growth • Increase Operations Efficiency • Business Service Transparency

Kingston Release Themes



Machine Learning for
Everyday Work



No Code
Process Automation



User Experience
Innovations