



How the Intelligent Automation Engine Works

1. Creates Accurate Predictive Models

The Intelligent Automation Engine applies machine learning algorithms to your own operational data to create accurate predictive models.

2. Precisely Categorizes and Routes Tasks

These finely-tuned models precisely categorize and prioritize incoming requests and tasks.

3. Correlates Real-time Events to Predict Future Events

It correlates thousands of events to uncover specific sequences that serve as better predictors of issues.

4. Initiates Structured Workflows to Accurately Route Tasks and Prevent Issues

By accurately routing tasks to the right teams, you prevent and resolve issues faster. You cut through the deluge of alerts to focus on real issues.

5. Delivers Benchmarks Against Peers

Continuously track and optimize your services by comparing performance against industry averages, derived from massive amounts of anonymized customer data.

6. Predicts When You Will Achieve Performance Goals

The Intelligent Automation Engine uses prediction algorithms to project the time it will take to meet or exceed service performance goals and KPIs.