



AI Helpdesk & Knowledge Base Assistant

Smart internal IT support – faster answers, less workload, happier users.

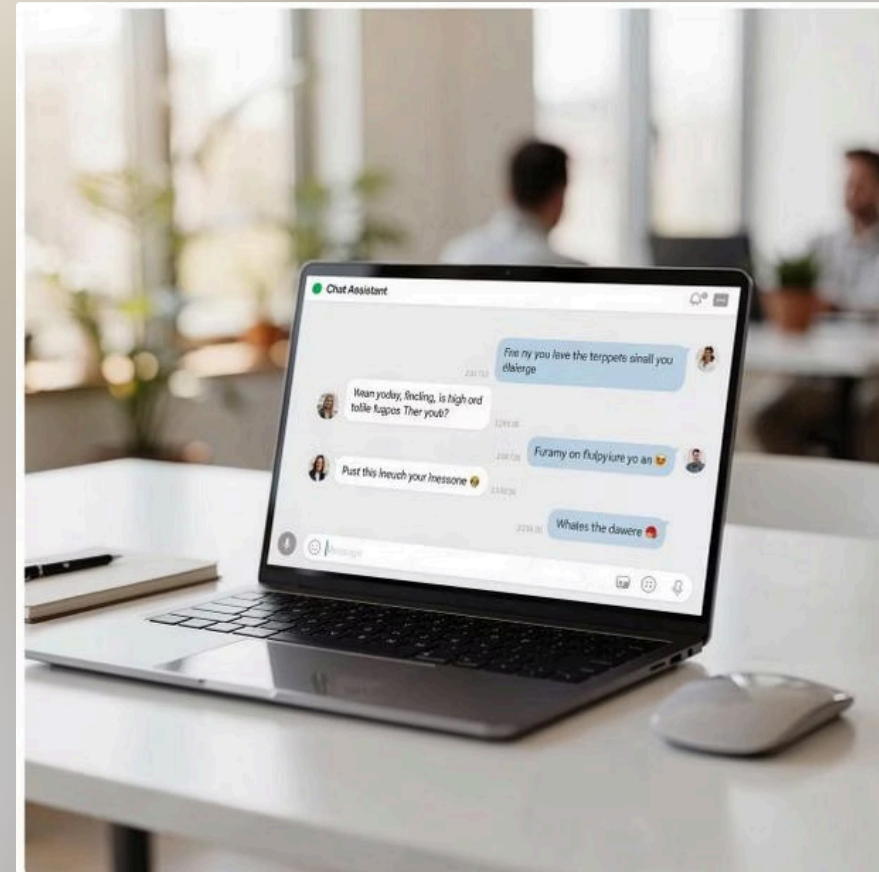
PROTOTYPE NO. 5

What Is It?

The AI Helpdesk Assistant is a project focused on **intelligent internal user support** within organizations. Instead of waiting for a helpdesk agent, employees can get an immediate answer to their question — **24 hours a day, 7 days a week**.

The assistant draws on the organization's **internal knowledge base**, answers common IT questions, and escalates issues to a live agent when needed. The goal is to significantly **reduce the load on the helpdesk team** while increasing user satisfaction.

⚠ The assistant is not a replacement for the IT department — it is its intelligent extension.



What Can It Do?

The assistant covers a wide range of everyday IT situations — from simple questions to preparing solutions for the helpdesk team.

IT Question Answering

Resolves common issues with passwords, email, Microsoft Teams, Word, and Windows — instantly, no waiting.

Answer Drafting

Generates response drafts for helpdesk agents, saving time and simplifying communication with users.

Knowledge Base Search

Searches internal documentation and suggests relevant solutions based on the context of the user's question.

Human Escalation

If the assistant cannot resolve the issue, it automatically escalates to a live helpdesk agent with a situation summary.



Additional Features

Step Recommendations

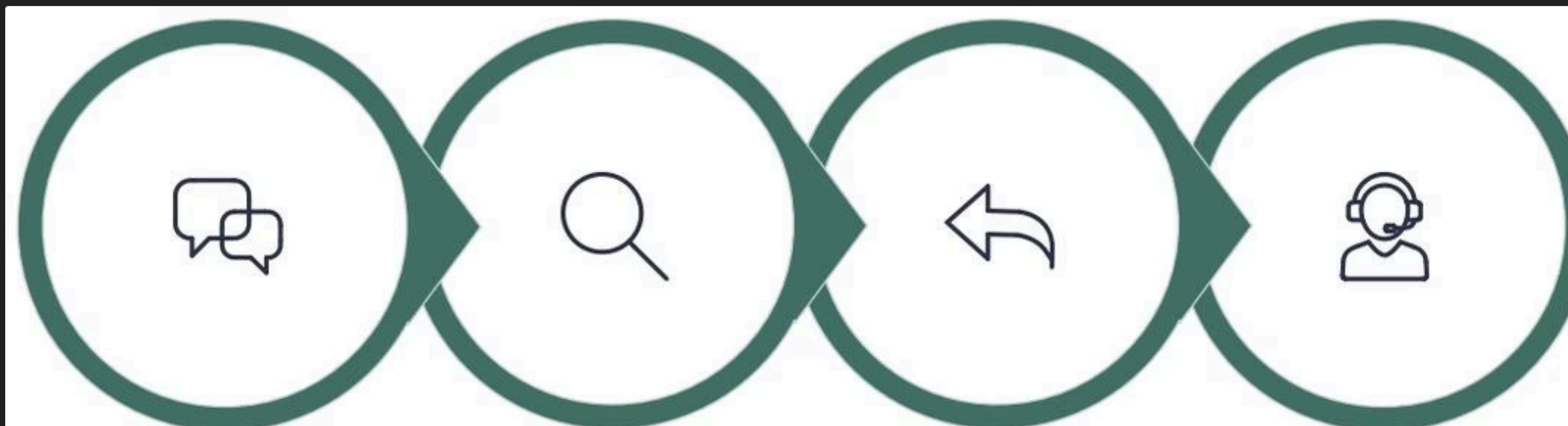
The assistant doesn't just answer questions – it actively **suggests steps** the user should take to resolve the issue themselves, strengthening digital literacy and employee self-sufficiency.

FAQ Article Creation

Based on recurring questions, the assistant automatically suggests or creates **new FAQ articles** for the knowledge base. The knowledge base continuously grows and improves without manual effort.

- ✔ Every resolved case enriches the organization's knowledge base.

How It Works – Communication Flow



1

Question

User submits a question via the chat interface.

2

Search

Assistant searches the internal knowledge base for relevant solutions.

3

Answer

A relevant answer or step-by-step guide is delivered instantly.

4

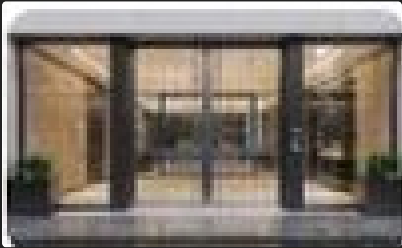
Escalation

Complex cases are forwarded to a live agent with a full summary.

The entire process runs automatically and in real time. The user simply asks a question and receives an answer – or is redirected to the right person.

Who Is It For?

The solution is designed for various types of organizations that operate internal IT support or a helpdesk.



Companies

Corporate environments with large numbers of employees, where the helpdesk handles hundreds of the same questions daily. The assistant significantly relieves the IT team.



Schools

Teachers and administrative staff need quick help with IT tools without having to wait for an IT administrator.



Libraries & Public Offices

Public institutions with limited IT staff, where the assistant can cover basic support efficiently and without additional costs.

Key Benefits for Your Organization

24/7

Availability

The assistant is available continuously, even outside helpdesk working hours.

~60%

Fewer Tickets

Estimated share of common questions the assistant resolves without human intervention.

<30s

Response Time

Average time from submitting a question to receiving a relevant answer from the assistant.

1

Single Source

All answers come from one central knowledge base — consistent and up-to-date information.

Traditional Helpdesk vs. AI Assistant

Traditional Helpdesk



- Long waiting times
- Limited availability
- Manual ticket processing
- Dependency on individual agents
- High workload

AI Assistant



- Instant response
- Available 24/7
- Automated knowledge base search
- Escalation for complex cases
- Continuously self-improving

The AI assistant does not replace the human helpdesk – it collaborates with it. It frees agents from routine questions and allows them to focus on truly complex problems that require human judgment and experience.

Next Steps

1

Define Pilot Scope

Select the organization or department where the prototype will be tested in real conditions with real users.

2

Prepare the Knowledge Base

Collect and structure existing internal documentation, FAQs, and solutions to common problems.

3

Launch Pilot Operation

Deploy the assistant in a test environment, gather user feedback, and gradually fine-tune responses.

4

Evaluate & Scale

Based on pilot results, decide on expanding the solution to the entire organization or additional institutions.



Ready to Transform Your IT Support?

The AI Helpdesk Assistant is a smart, scalable solution that empowers organizations to deliver faster, more consistent IT support — around the clock, without increasing headcount.

Smarter Support

Instant answers from a centralized, always-updated knowledge base.

Less Workload

Up to ~60% of routine tickets resolved automatically, freeing your team.

Better Experience

Users get help in under 30 seconds — any time, any day.