



Unlocking AI-Driven Impact

How Qinfinite Transforms Core ITSM Use Cases

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Qinfinite—Quinnox's AI-powered intelligent application management platform—is reshaping the landscape of IT Service Management (ITSM). By seamlessly integrating artificial intelligence, intelligent automation, observability, and dynamic knowledge intelligence within a unified framework, Qinfinite enables IT organizations to transition from reactive service models to proactive, predictive, and autonomous operations.

This document outlines how Qinfinite delivers measurable value across four critical ITSM use cases, empowering enterprises to achieve operational excellence and enhanced service performance.





From Help-Desk to Self-Help: AI That Delivers

Reimagining End-User Support with AI-Powered Self-Service

BEFORE: Traditional Self-Service Experience

- **Delayed Response Times**
Users raise tickets and wait hours—or days—for ad hoc resolutions
- **Static Knowledge Base**
Users search endless FAQ lists and outdated articles with no context
- **Generic Automation**
Chatbots follow rigid scripts, complex queries lead to escalation
- **High Ticket Volume**
L1 support overloaded with repetitive, easily resolvable queries
- **Low Satisfaction**
Frustrated users abandon self-service and call support desks

Outcome:

- Slow resolutions
- Poor productivity
- High support costs
- Low CSAT

AFTER: Qinfinite AI-Powered Self-Service

- **Conversational AI Agents**
Users interact with human-like agents using natural language, powered by RAG and connected to Talk2DB, Talk2Doc, Talk2KG micro-agents
- **Dynamic Knowledge Graph**
Context-aware responses with integrated, up-to-date knowledge extraction
- **Proactive Support**
Predicts needs and suggests fixes before users even raise a ticket
- **Ticket Deflection**
Resolves 40%+ of L1 issues instantly without human intervention
- **Boosted CSAT**
Self-service CSAT scores improve by 15–20%

Outcome:

- **25% faster resolutions**
- **Reduced ticket backlog**
- **Happier, more productive users**
- **Optimized support ops**



With Qinfinite, self-service isn't just faster—it's smarter, scalable, and proactive.



AI in Action: Supercharging ITSM Practitioner Performance

Empowering ITSM Practitioners with AI-Driven Insights

BEFORE: Manual Incident Management

- **Slow Problem Analysis**
Manually linking events, tracking down logs, using limited correlation tools
- **High Change Risk**
Change impacts poorly understood, often leading to failures and rollbacks
- **Ticket Noise**
Low-impact and duplicates inflating incident queue
- **Overwhelmed Agents**
Analysts bombarded with tasks in already complex environments

Outcome:

- Long resolution times
- Prone to repeat failures
- Low agent productivity

AFTER: Qinfinite AI-Powered Workflow

- **Root Cause Analyzers**
Detect failures with Infra, Config, Service-level correlation
- **Change Impact Analyzer**
Pre-empts disruptions before changes go live
- **Anomaly Ticket Identifier**
Spots and surfaces duplicates and anomalous tickets
- **Agent Copilots**
Provides contextual suggestions to assist analysts

Outcome:

- **20–40% faster resolution times**
- **Fewer repeat defects**
- **Up to 30% agent efficiency gains**



With Qinfinite, ITSM isn't just faster—it's augmented, optimized, and effective.



Leading with Intelligence: AI for ITSM Practice Heads

Empowering ITSM Practice Leads with Modern Insights and Automation

BEFORE: Traditional ITSM Practices

- **Visibility Gaps**
Siloed tools make it difficult to gain a holistic understanding of IT operations
- **Passive Reporting**
Practice leads work reactively and lack data to enact real change
- **Manual Processes**
Repetitive workflows lack consistency, agility, and governance
- **Performance Issues**
Agents are burdened with mundane tasks and unclear objectives

Outcome:

- Limited oversight
- Reactive decision-making
- Underutilized team potential

AFTER: Qinfinte AI for ITSM Practice Leads

- **Unified Observability Dashboard**
Provides end-to-end real-time awareness of services and operations
- **Metrics & Insights Engine**
Measures SLAs, ticket volumes, and agent productivity
- **Intelligent Process Automation**
Streamlines workflows with standardized, automated processes
- **Proactive Support**
Predicts needs and suggests fixes before users even raise a ticket

Outcome:

- ✓ **15–25% improved SLA adherence**
- ✓ **Data-driven decision-making**
- ✓ **Practice lead impact maximized**



With Qinfinte, practice leadership becomes more data-driven, efficient, and strategic.



Achieving Resilient, Self-Managed ITSM Through AI

Reimagining ITSM Operations with Autonomous AI

BEFORE: Traditional ITSM Operations

- **Manual Processes**
Repetitive tasks depend on human intervention, increasing workload and delays.
- **Alert Noise**
Teams are overwhelmed by numerous alerts, many of false positives
- **Reactive Resolution**
Incidents often require manual troubleshooting and delayed patching.
- **Static Workflows**
Rigid procedures struggle to adapt to changing business or infrastructure needs.
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Outcome:

- Heavy operational overhead
- Frequent service disruptions
- Inconsistent and unreliable IT service delivery

AFTER: Qinfinite Autonomous ITSM

- **MLOps Integration**
Self-optimizing models enhance workflows for incident, change, and service management.
- **Event Intelligence**
Proactively correlates events and suppresses irrelevant or false alerts.
- **Self-Healing Automations**
Resolution automatically triggered without human involvement
- **Intelligent Agents-as-a-Service**
Plug-and-play AI agents that seamlessly adapt across platforms like ServiceNow, BMC, and Freshservice.

Outcome:

- **70%+ of repetitive ITSM tasks fully automated**
- **50%+ reduction in P1/P2 incidents via proactive mitigation**
- **20–30% improvement in system uptime and resilience**
- **Streamlined, zero-touch support operations**



With Qinfinite, IT never sleeps—It's autonomous, scalable, and resilient.

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Ready to see it in action? Book a Free Consultation

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