

Pioneering Autonomous Operations

# Qinfinite AI Agents for ITSM

Operate | Modernize | Innovate



## Qinfinite AI Agents for ITSM: Pioneering Autonomous Operations

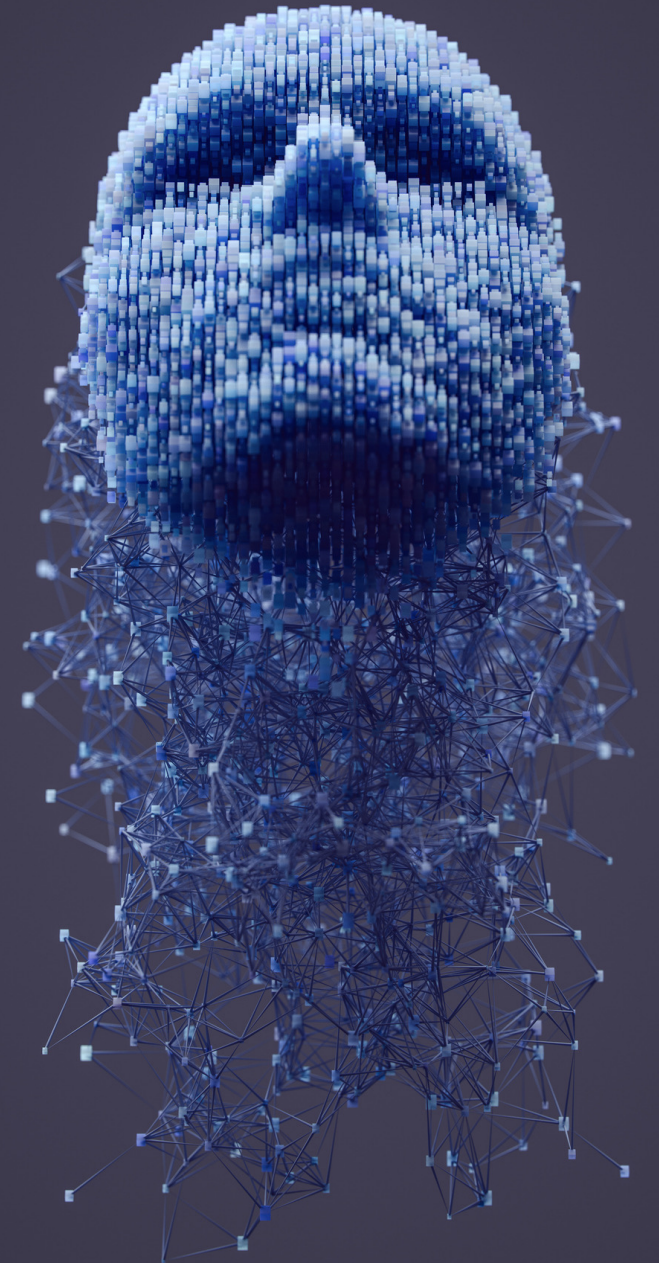
The Qinfinite AI Agents are the driving force behind the platform's automation capabilities, empowering enterprises to seamlessly transform their IT Service Management (ITSM) operations. These agents are designed to integrate deeply with Qinfinite's existing components, offering a unified and scalable automation solution.



### Conversational & Inquiry Handling Agents

These agents are designed to assist users by understanding and answering queries in natural language, guiding them through problem-solving or information retrieval.

- **Conversational Agent**  
Understands user queries and provides answers by pulling data from various sources.  
*Mapped ITIL Process Stage(s): Request Fulfillment / Self-Service*
- **Talk2DB**  
Lets users ask questions in plain English to get information from databases.  
*Mapped ITIL Process Stage(s): Request Fulfillment*
- **Talk2Doc**  
Finds the right document or instruction guide to help solve issues.  
*Mapped ITIL Process Stage(s): Request Fulfillment / Knowledge Access*
- **Talk2KG**  
Helps users explore system relationships and dependencies using simple questions.  
*Mapped ITIL Process Stage(s): Request Fulfillment / Knowledge Access*





## Ticket Triage & Classification Agents

These agents focus on understanding and categorizing tickets to ensure they are routed to the correct team or addressed in the right way.

- **Intent Identifier**

Understands what the ticket is about to help route it correctly.  
*Mapped ITIL Process Stage(s): Incident Management*

- **Assignment Group Identifier**

Figures out which team should handle the issue described in a ticket.  
*Mapped ITIL Process Stage(s): Incident Management*

- **Anomaly Ticket Identifier**

Checks if a ticket describes a brand-new problem or something seen before.  
*Mapped ITIL Process Stage(s): Incident Management*



## Root Cause & Diagnostic Agents

These agents are dedicated to identifying the root cause of problems in systems and infrastructure, which is key to preventing future incidents.

- **Root Cause Analyzer**

Finds the real reason behind an issue so it can be fixed for good.  
*Mapped ITIL Process Stage(s): Problem Management*

- **Infra Root Cause Analyzer**

Detects what part of the infrastructure (like servers) caused the problem.  
*Mapped ITIL Process Stage(s): Problem Management*

- **Config Root Cause Analyzer**

Looks at system settings to see if any recent changes caused the issue.  
*Mapped ITIL Process Stage(s): Problem Management*

- **Log Analyzer**

Scans log files to automatically detect errors or problems.  
*Mapped ITIL Process Stage(s): Incident/Problem Management*

- **Code Analyzer**

Reviews software code to find bugs or issues that may have caused an incident.  
*Mapped ITIL Process Stage(s): Problem Management*



## Change & Impact Analysis, Knowledge Lifecycle Management Agents

These agents are focused on analyzing the potential impact of changes, generating documentation, and managing the knowledge lifecycle within ITSM.

- **Change Impact Analyzer**  
Predicts what systems might break if a change is made.  
*Mapped ITIL Process Stage(s):* Change Management
- **DocGenerator**  
Creates documentation about how apps or systems work.  
*Mapped ITIL Process Stage(s):* Change Management / Configuration Management
- **KG2Doc**  
Summarizes important information from the system knowledge graph.  
*Mapped ITIL Process Stage(s):* Configuration Management
- **Code2Doc**  
Turns technical code into readable documentation for others to understand.  
*Mapped ITIL Process Stage(s):* Configuration Management
- **KB Recommender**  
Finds the best how-to guide or knowledge article for solving an issue.  
*Mapped ITIL Process Stage(s):* Knowledge Management
- **KB Generator**  
Writes new knowledge articles based on past resolved issues.  
*Mapped ITIL Process Stage(s):* Knowledge Management
- **Nudger**  
Checks if the solution provided in a ticket was helpful and well written.  
*Mapped ITIL Process Stage(s):* Knowledge Management / Quality Control
- **Incident Summarizer**  
Writes a clear summary of what happened during an incident.  
*Mapped ITIL Process Stage(s):* Incident Management / Problem Management





## Integration & Extensibility of Qinfinite AI Agents

The key to the Qinfinite AI Agentic Framework's success lies in its ability to seamlessly integrate with the platform's existing features and components. The system is underpinned by a proprietary discovery algorithm and a vast range of plugins that allow these agents to interact with diverse IT environments. Whether it's integrating with ITSM systems like ServiceNow or automating complex workflows, the agents are designed to extend their capabilities without compromising the integrity or security of the ecosystem.



## Discovery Algorithm

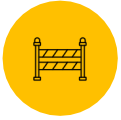
Qinfinite's proprietary discovery engine enables AI agents to map out IT assets and dependencies, feeding this data into its Knowledge Graph for more informed decision-making and action.



## Customizable & Configurable Agents

These AI agents can be tailored to specific customer needs, ensuring that the automation solutions are perfectly aligned with the unique requirements of each business. This flexibility is critical in delivering high-impact automation for on-premise, cloud, multi- cloud, and hybrid environments.





## Guardrails for Secure AI Operations

Qinfinite AI Agents operate within a strict set of guardrails to ensure security and compliance. These safeguards are essential for handling customer data and system operations in a protected manner. Some of these guardrails include:

- **Data Encryption:** Both in motion and at rest, all data processed by the AI agents is encrypted to prevent unauthorized access.
- **Secure Execution:** Qinfinite's Remote Agent architecture ensures that all actions are executed within the customer's own environment, minimizing the risk of data leakage.
- **Role-Based Access Control:** Highly configurable security policies govern the agents' actions, ensuring that sensitive data and operations are only accessible by authorized personnel.
- **Data Masking:** Qinfinite employs specialized Data Masking Agents to protect sensitive information during processing. These agents mask confidential or personally identifiable information (PII), ensuring that it is anonymized or redacted for specific tasks.





# Discover what Qinfinite AI agents can do for you.

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