CERNE™ AGENT ECOSYSTEM

ITSM Agent

Resolves tickets and requests before they queue. Service desks drown in tickets that follow the same patterns: alerts to triage, requests to fulfil, incidents to route. The ITSM Agent analyzes ticket context and priority, recommends or applies the fix, provisions resources and escalates to the right expert when needed.

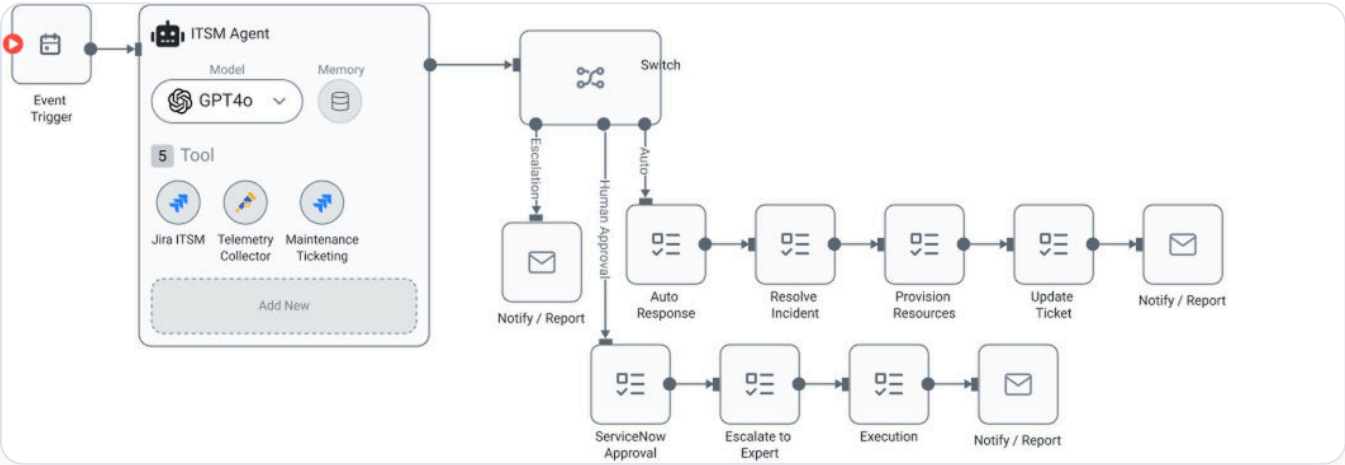
The problem it solves

- Growing ticket backlogs
- Manual triage and routing
- Slow resolution of repeat incidents
- Experts pulled into routine requests

Up to 85%

of L1/L2 incidents resolved autonomously

Published UnityOne AI enterprise ITOps case study.



ITSM Agent workflow: auto response, resolve incident, provision resources and update ticket, or ServiceNow approval and escalation to an expert.

© Copyright 2026 By UnityOne AI

HOW THE ITSM AGENT WORKS

From trigger to governed outcome

Trigger

- Event-driven ticket or alert
- Monitoring or user request

AI service agent

- Analyzes ticket context and priority
- Recommends resolution actions

Tool integrations

- ITSM: Jira and ticketing systems
- Telemetry: monitoring and alerts
- Ops: maintenance workflows

Decision engine

- Auto, approval or escalate
- Priority and policy-based routing

Actions

- Auto-resolve incidents
- Provision resources
- Escalate to the right expert

Outcome

- Faster incident resolution (MTTR)
- Reduced manual effort
- Improved service efficiency

Decision modes: Auto | Approval | Escalate

GET STARTED

Put Cerne™ agents to work

See the agent ecosystem hands-on in the UnityOne AI Playground, or talk to our team about which agents to deploy first in your hybrid and multicloud estate.

Enter Playground | Contact Us

Email: contact@unityone.ai · Playground: cerne.unityone.ai · Sales: unityone.ai/contact-us

© Copyright 2026 By UnityOne AI