



# Resolve

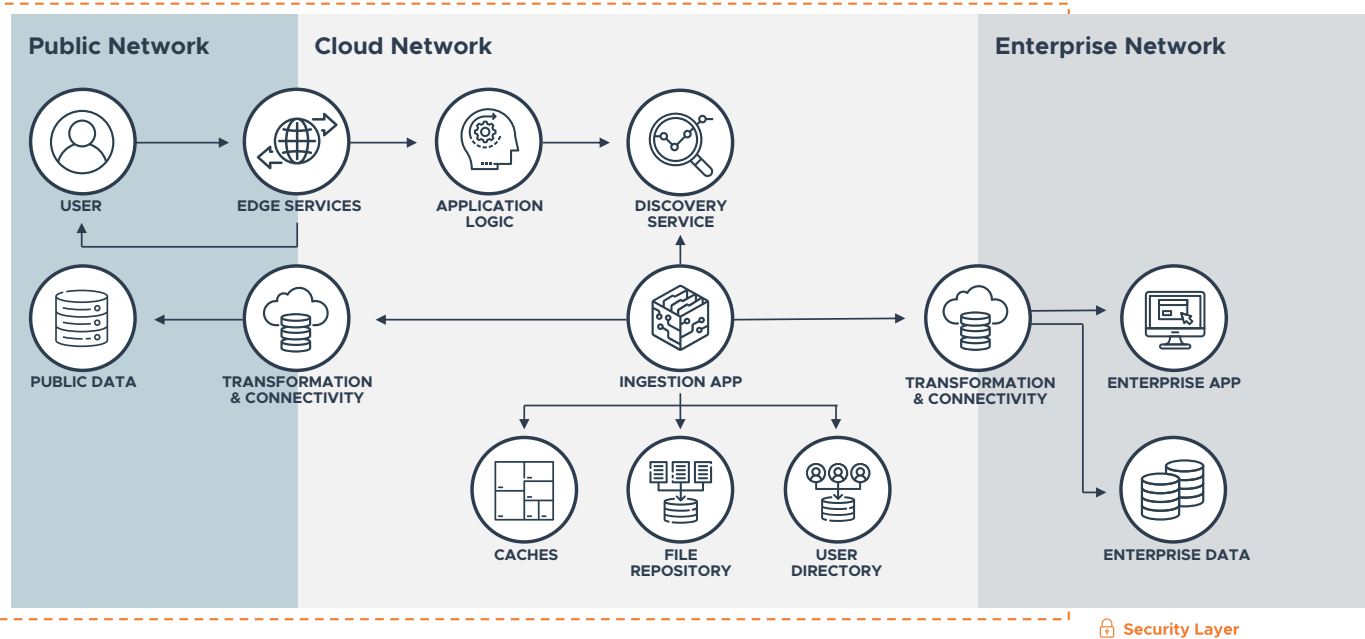
## Technical Overview

CrushBank has built native integrations for 10 core ITSM and document management systems. As a SAAS application, CrushBank sits between your PSA and your technician.

API calls to core systems allow CB to create a secure, unstructured isolated client collection. Documents are “tagged” for concept and relevance training upon ingestion. Documents are returned to users based on automated query string calls to the CB collection. Results are ranked, reranked and available for managerial review.

CrushBank Resolve takes the intelligence of CrushBank and delivers it without human interaction into CW Manage.

### Here’s how it works.



Get smarter with every interaction — questions answered. Demo CrushBank today.  
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