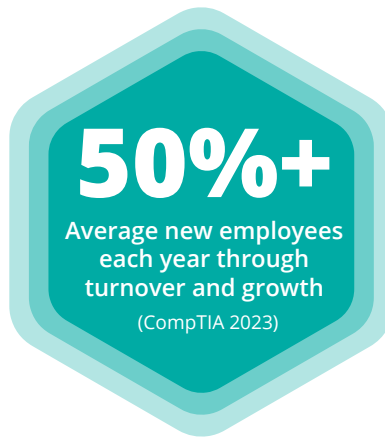


# The Answers You Need For Your Service Desk

Frontline turnover is averaging more than 50%, salary costs are increasing by 20% or more. Meanwhile, 90% of data is unsearchable, causing delays in solving problems. To address these issues, without simply increasing headcount, you need to better leverage your support team.



CrushBank creates a powerful data lake for your support information and makes everything searchable.

Build Smart Data for your service desk by filling gaps, adding classifications\* and generating summaries of tickets when they come in and resolutions when they are completed.

CrushBank presents technicians with all relevant information for solving the client's problem, on a single screen.



\*Depending on your ITSM

## Integrations

Ingests all data sources into a secure private data lake.  
Built with IBM watsonx - governed AI with a closed model and trusted data.  
Connects to other systems through the Universal API.



### Key Functions

#### Advanced Search

- Get relevant information for solving the employee's problem, through the ITSM or browser interface.

#### Retrieval-Augmented Generation

- Ask questions of your data.  
Get consistent results.

#### Automated Classification of Tickets\*

- Categorize the support work done for better analysis.

#### Automated Summarization of Tickets at Start and End of Support Engagement.

- To make review easy and enhance future search results.

### Outcomes and Impact

Cut ticket escalations in half.

Increase tickets closed per technician by 20%.

Make new employees valuable immediately.

Support interactions become part of your corporate intellectual property.

Improve and leverage your data for better RPAs, dashboards and reports.