

Automate the easy stuff with Luma Automation



Automation just got easier. Luma Automation now includes an enhanced graphical workflow designer. With drag and drop designer, developers have a low-code/no-code method to create fully automated services, freeing up service desk and IT analysts to work on high value and more critical tasks. With our plug and play series of automated tasks including employee onboarding, password resets to infrastructure monitoring and remediation, you can deploy industry best practice automated services by simple configuration.

KEY BENEFITS: AUTOMATE SERVICE REQUESTS

- ✓ Cost reduction
- ✓ Productivity
- ✓ Improved availability
- ✓ Optimized performance
- ✓ Improved customer responsiveness

Modernize your service management team across IT and business functions

Imagine a self-driving service desk. Luma Automation works across all leading service management solutions, one tool handling both IT tasks and enterprise service automation. By freeing your staff of time consuming and basic tasks, they can focus on more strategic projects and enjoy deeper job satisfaction. The company benefits in multiple ways, resulting in improved customer response and satisfaction. Luma Automation will modernize your service management across IT and enterprise functions.

Intelligent Automation: An all-in-one solution

The combination of Luma Automation and Luma Virtual Agent is a powerful one. You can harness AI as a transformative technology. For example: image your users discussing their service needs directly with a Virtual Agent and their request is immediately completed using automation. Gone are the days where users were unable to find what they need or were confused trying to fill out forms correctly.

Why Luma Virtual Agent with the new, enhanced Luma Automation offers a differentiated solution:

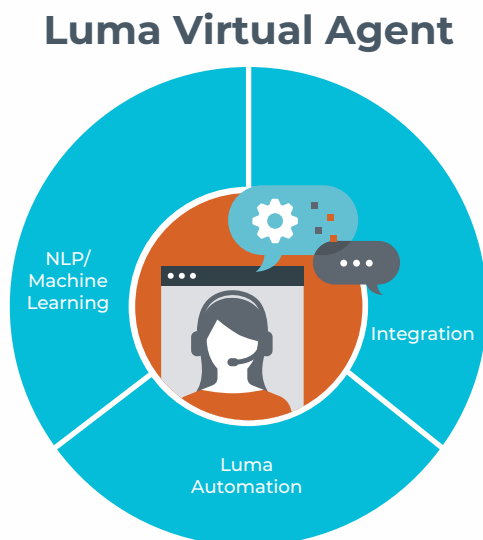
- Unlike Chatbots which only front-end operational systems, Luma's NLP drives a guided conversation and automation fulfills the business outcome
- A backing service system such as ITSM or CRM is completely optional – have Luma open a ticket or not – it's your choice
- Developers – low code /no code UI allows business analysts to create a completely automated conversational business transaction
- It's even clear in our pricing – others talk about APIs we discuss business transactions.

Depart from a siloed model to a horizontal approach and gain the benefits of conversationally guiding your users to an automated service. Luma's AI-based platform understands user intents and fully automates self-service.

Integrate seamlessly

Luma Automation integrates with leading service management systems, as well as with Serviceaide's full featured IT Service Management Suite, Intelligent Service Management.

For more information call 1-650-206-8988 or visit www.Serviceaide.com



OUT-OF-THE-BOX WORKFLOWS:

- ✓ Password resets
- ✓ Active Directory account unlocks
- ✓ Service restarts
- ✓ Data queries
- ✓ File and disk

We also have over 20 various IT Tasks workflows (to meet back end IT functions such as compliance and regulation, configuration management, performance and capacity management to name a few)

