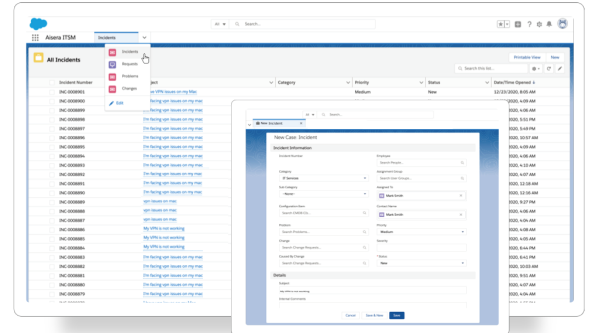


Aisera - ITSM Solution for Salesforce

Next-Generation IT Service Desk on Salesforce Platform

Aisera's ITSM Solution is a modern next-generation ticketing solution natively built on Salesforce platform and Service Cloud. Aisera ITSM leverages the full power, features, and flexibility offered by Force.com platform. Existing Salesforce customers can now readily offer their employees cloud-native and AI-powered service desk solution that caters to IT, HR, Cyber Security, and Operations teams within their company.

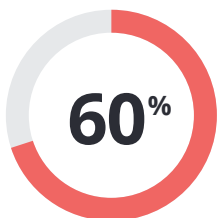


Aisera ITSM solution natively handles Incidents, Service Requests, Problems, and Changes

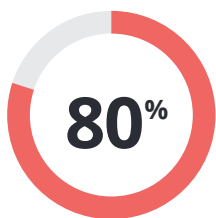
Capabilities

- Cloud-native and AI-powered ITSM with standard ticketing system features
- Native support for incident, problem, change, and request management for IT service management (ITSM) on Salesforce service cloud
- Complete lifecycle management support based on ITIL methodology
- Ticket intelligence with AI/ML (TicketIQ) offers predictive intelligence by automatically resolving or assisting agents in ticket resolution
- Automatically resolve tickets across multiple channels - email, web portal, and chat
- Classify and triage key fields such as category, sub-category, priority
- Boost agent productivity with recommended knowledge articles and similar tickets
- Native and easy handoff and escalations to live agents with in-context collaboration
- Advanced and complex analytics, KPIs, and dashboards for ITSM and service desk managers
- Aisera's solution is SOC 2 Type II security compliant

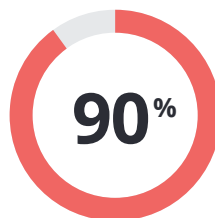
Aisera ITSM for Salesforce can improve Ticket Auto-Resolution by 60%, reduce MTTR by 90% and improve cost savings by 80%



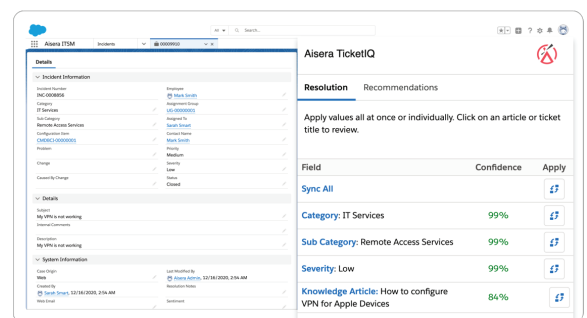
Auto-Resolution



Cost Reduction



Reduction in MTTR



TicketIQ offers Predictive Intelligence by automatically resolving or assisting agents in ticket resolution