opentext™

IT Operations

OpenText™ Aviator Use Case Scenarios

Explore IT Scenarios

Employee Self Service - Program reimbursement

I'm an employee, and I'm ready to crush my fitness goals. I need to know about the gym reimbursement—got the gist, the forms, and the steps to claim in seconds. Zero email ping-pong, just straight to the treadmill.

[Let's go!]

Employee Vacation day policy inquiry

I'm an employee, and I need to know how much time off I've got so that I can take a much-needed vacation. Instant answer. No hunting, no waiting. Now I'm one step closer to out-of-office.

[Let's go!]

A user has questions about email outage

I'm an employee wondering what's up with email. Instead of waiting on hold, I asked AI-powered self-service—and got instant updates, clear answers, and peace of mind. Crisis averted!

[Let's go!]

A user inquires about how to call in Microsoft Teams

I'm an employee with questions about how to call from Microsoft Teams. AI self-service instantly answers my IT questions. From chat to call — without confusion. I receive fast, accurate answers, keeping pace with my busy day!

[Let's go!]

Turn tickets into answers with (almost) zero rework

I'm a service agent turning past tickets into ready-to-use knowledge articles—like magic. With AI doing the heavy lifting, I skip the rework, build reusable resources in seconds, and lighten my workload without breaking a sweat.

[Let's go!]

Request a virtual machine with self-service

I'm an employee who needs a virtual machine—fast. With AI-powered self-service, I just ask in plain language, and it guides me through setup like a pro. No tickets, no waiting—just done.

[Let's go!]

Smarter IT ticket summaries for faster fixes

I'm a service agent speeding through support with AI at my side. When a user needs help—like hooking up a printer—AI gives me the highlights and step-by-step fix in seconds. Quick read, quick response, problem solved!

[Let's go!]

Detect user sentiment insights

I'm in IT services, and AI's got my back—reading between the lines to spot frustration before it boils over. With smart sentiment detection, we dodge escalations, speed up support, and keep users smiling (instead of shouting).

[Let's go!]

IT Operations made simple

Why it's hard today

- High volume of manual repetitive IT tasks
- Limited employee autonomy and engagement
- Low compliance with IT policies
- Inefficient IT operations and rising IT costs
- Help desks are complex and slow to evolve

Powered by OpenText:

- **OpenText™ Service Management Aviator**

Wins for everyone

- **Employees –** Get instant answers, no waiting or ticketing.
- **IT Team –** Deliver smarter services with low-code tools.

The big payoffs

▶ **Accelerate resolutions at scale**
Resolve inquiries in seconds with AI-powered answers to keep users moving—no bottlenecks.

▶ **Empower users with clarity**
Give employees the confidence to act with clear, accurate guidance—no guesswork.

▶ **Boost IT productivity**
Cut ticket volume and free up IT to focus on higher-value priorities, not repeat questions.

Let's get started…

User IT Outages / Requests: Provide instant recommendations for fixes and related KB articles.

Onboarding: Get a step-by-step action plan for initial IT setup.

Password / Access Help: Get a walk-through of process for secure password reset quickly.

Case Escalation with Sentiment Analysis: Create less escalations and happier Users by solving hot issues faster.

New Service Requests: Initiate a service request with required user form for new software / hardware.

Get clear answers about company policies

I'm an employee looking for details on a fitness program reimbursement.

1 **Know what counts**

Sample Prompt: "What is covered under the fitness reimbursement program?"

Impact: Quickly see if your gym, classes, or gear qualify before you swipe your card.

2 **Max your benefits**

Sample Prompt: "How much can I get reimbursed and how often?"

Impact: Find out how much you can claim and how often, so you don't leave money on the mat.

3 **Submit it the right way**

Sample Prompt: "What documents do I need to submit for reimbursement?"

Impact: Skip the guesswork and get paid faster by uploading exactly what's needed.

4 **Avoid time-off surprises**

Sample Prompt: "Where and how do I file my reimbursement request?"

Impact: Follow the steps to file with confidence and get your reimbursement.
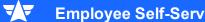
5 **Beast mode: Activated**

Get fast, accurate answers and direct links to supporting HR policies—no ticket, no wait.

See it in action!

Instantly answer employee questions with AI-powered self-service.

Unlock the possibilities:

- **Resolve inquiries** instantly – down from 24–48 hours.

- **Cut ticket volume** by up to 60% thanks to AI-driven self-service.

- **Boost satisfaction and adoption** – with happier users and up to 70% self-service uptake.

- **Scale ticket resolution** without adding headcount

Help yourself to answers you need about benefits

I'm an employee and want to understand the company vacation benefits.

1 **Get the lay of the land**

Sample Prompt: "How many vacation days do I get?"

Impact: Get the big picture fast so you can plan your getaway without guessing

2 **Use what you've earned**

Sample Prompt: "Do my vacation days carryover?"

Impact: Know exactly what you've earned and don't let a single day slip away.

3 **Book with confidence**

Sample Prompt: "What's the process for requesting vacation time, and how far in advance do I need to submit it?"

Impact: Avoid the back-and-forth and lock in your time off with confidence.

4 **Avoid time-off surprises**

Sample Prompt: "Are there any blackout periods when vacation cannot be taken?"

Impact: Steer clear of no-go dates and make sure your PTO plans stick.

5 **Vacation mode: Activated**

Get fast, accurate answers and direct links to supporting policies—no ticket, no wait.

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Get self-service information on an email outage

I am an employee and need to know what's going on with an email outage.

1 Check the status, fast

Sample Prompt: "Is there an active email outage right now?"

Impact: Instantly know if it's just you— or everyone—and avoid chasing false fixes.

2 Get the scoop

Sample Prompt: "What's causing the outage and who's working on it?"

Impact: Stay in the loop with real-time insights on the issue and who's on it.

3 Plan around the downtime

Sample Prompt: "Is there an estimated time for resolution?"

Impact: Eliminate the guesswork and adjust your activities if you need to.

4 Stay productive

Sample Prompt: "What are the next steps to resolve the issue?"

Impact: Get smart workarounds so you can keep moving while IT sorts it out.
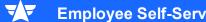
5 No inbox? No problem

Stay informed and productive during email outages—no ticket, no wait.

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Learn how to make a call from Microsoft Teams®

I'm an employee with questions about how to call from Microsoft Teams.

1 How to start your call

Sample Prompt: "How do I make a phone call from Microsoft Teams?"

Impact: Learn the basics in seconds so you can ditch email and dial direct.

2 Know what you've got

Sample Prompt: "Do I need special permissions or a license to call external numbers?"

Impact: Avoid surprises—see if you're set up to call outside the org.

3 Fix what's missing

Sample Prompt: "Why don't I see the dial pad in Teams?"

Impact: Eliminate the guesswork and adjust your activities if you need to.

4 Call the world!

Sample Prompt: "Can I make international calls with Teams?"

Impact: Find out if global calling is enabled so your reach isn't limited.

5 Dial smarter, not harder

From chat to call — without confusion. Receive fast, accurate answers, keeping pace with your busy day!

See it in action!

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Unlock the possibilities:

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Turn tickets into answers with (almost) zero rework

I'm a service agent creating a knowledge article based on a past incident.

1 What's this really about?

Sample Prompt: "Can you summarize this support ticket for me?"

Impact: Too long? Doesn't matter – AI gives you the highlights so you can get going.

2 Checklist, unlocked

Sample Prompt: "What information do I need to provide for my VM setup?"

Impact: Know exactly what you need to include in your article – no guesswork, no gaps.

3 Pick the right option

Sample Prompt: "What are the available VM types and specs I can choose from?"

Impact: Get clear, up-to-date options— so your article stays useful.

4 Know when to Log In

Sample Prompt: "How long does it take for a virtual machine to be provisioned?"

Impact: Include realistic timelines so users know what to expect.

5 Publish with confidence

You've built a helpful, complete article that's ready to publish. We won't tell anyone that it took less than 15 minutes.

See it in action!

Turn one ticket into knowledge for all.

Unlock the possibilities:

- **Cut article creation time** by up to 90% using previous ticket summaries.

- **Improve article accuracy** by up to 50% with AI-suggested content and consistency checks.

- **Boost knowledge base coverage** by up to 50% by turning solved tickets into reusable content.

Request a virtual machine with self-service

I'm an employee and need a virtual machine set up by IT services.

1 Spin it up fast

Sample Prompt: "How do I request a new virtual machine from IT?"

Impact: Cut the red tape and get your VM request in minutes, not days.

2 Give IT what they need

Sample Prompt: "What information do I need to provide for my VM setup?"

Impact: Get your VM set up right the first time—no back-and-forth required.

3 Pick the right option

Sample Prompt: "What are the available VM types and specs I can choose from?"

Impact: Choose what fits your workload—no more guesswork or overkill.

4 Know when to log in

Sample Prompt: "How long does it take for a virtual machine to be provisioned?"

Impact: Plan your project with clarity—no more wondering when it's ready.

5 Your VM, on-demand

Build, test, run—Get your virtual machine fast! IT-powered and user-controlled, it's that easy!

See it in action!

Instantly answer IT questions with AI-powered self-service.

Unlock the possibilities:

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- **Boost satisfaction and adoption** – with happier users and up to 70% self-service uptake.

- **Scale ticket resolution** without adding headcount.

Smarter IT ticket summaries for faster fixes

I'm a service agent that gets help to summarize a ticket and provide a resolution.

1 **So far, so good**

A service agent receives a support request that a user needs to connect a printer to a new laptop.

2 **Thanks for the summary**

With the click of a button, the service agent asks OpenText Aviator to summarize the ticket.

Impact: The important stuff? Already summarized for you.

3 **Give them what they need**

Action: OpenText Aviator provides key info like printer IP and user location, along with updates.

Impact: Skip the back-and-forth and stay focused on the fix.

4 **Find the solution fast**

Action: OpenText Aviator pulls from chat history to offer a smart solution.

Impact: Get answers fast with everything needed to resolve it on the spot.

5 **Everyone wins!**

Get IT tickets solved at light speed—for happier agents and satisfied users. Less waiting, less stress, more high fives.

From request to resolution—AI speeds up every step.

Unlock the possibilities:

- **Cut resolution time** by up to 50%.
- **Skip the search** with instant summaries and fast A—fueled recommendations.
- **Boost first-touch resolution** by up to 35%—fewer follow-ups, more fixes.

See it in action!

Detect user sentiment insights

I'm in IT services championing using AI tools that surface user frustration.

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1 **Enable smart triage**

A user visits the service portal to submit a request to connect to the VPN from a phone.

The service agent is assigned this request.

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2 **Run sentiment check**

Action: OpenText Aviator has assigned the service request a neutral sentiment and as a medium priority ticket.

Impact: All good. Calm vibes detected. Prioritize and move on.

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3 **Monitor mood in real time**

After time has passed with no response, the user gets angry and requests an update with a prompt resolution.

Impact: Yikes. The anger does not go unnoticed.

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4 **Detect rising urgency**

Action: OpenText Aviator automatically detects the change in user sentiment, shifts sentiment from "neutral" to "negative" and updates the service request to "escalate".

Impact: AI flips the switch to escalate—fast. Service doesn't drop the ball.

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5 **Drive proactive response**

Beat the drama. Let OpenText Aviator continuously monitor tone shifts across tickets.

See it in action!

Spot and resolve rising frustration before it's an escalation with AI sentiment detection.

Unlock the possibilities:

- **Reduce missed escalations** by up to 70%.

- **Detect signs of urgency**—like customer frustration or anger—**before** a human agent would notice.

- **Cut response time** for high-priority tickets by up to 60% and jump into action faster.