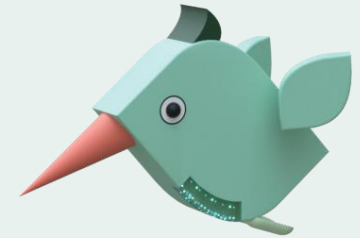
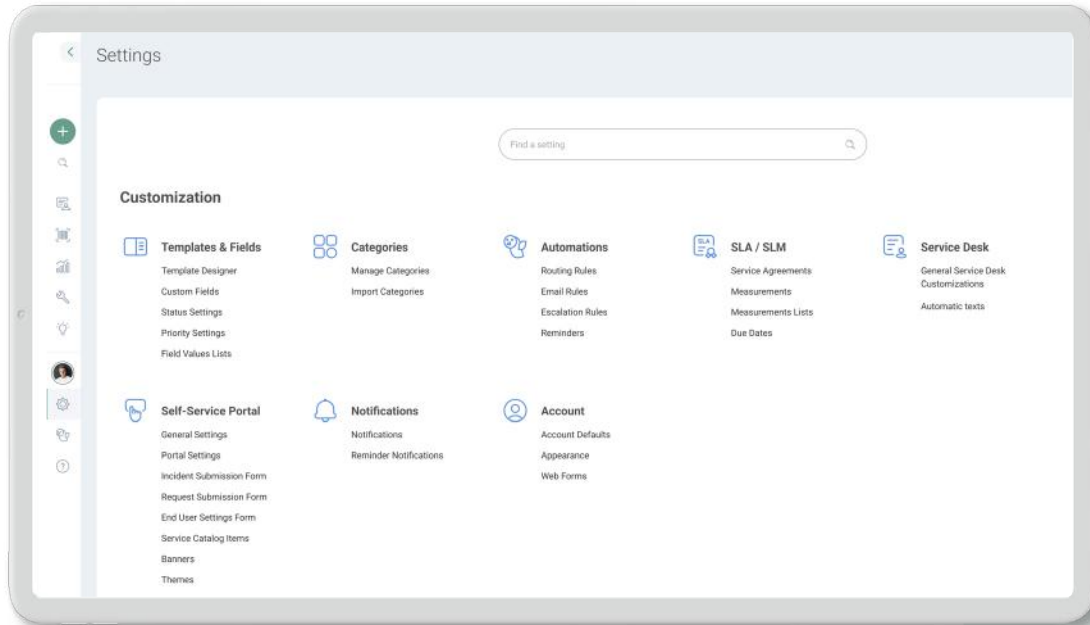


# SysAid Spaces

Your Go-To AI-Powered ITSM Solution

SysAid Spaces streamlines the entire ticketing process, letting you focus on what matters most. AI handles the IT headaches, freeing you up for other priorities. Enjoy a user-friendly interface, gain actionable insights for smarter decisions, and experience seamless integration with your existing tools.



# Level Up Your Service Desk

## Get up and running fast

SysAid Spaces transforms your IT world quickly and affordably, with productivity gains you'll see right away.

## Fix things faster

See everything in one place, with a clear view of tickets and queues, so you can resolve issues quicker.

## Work smarter, not harder

SysAid Spaces streamlines teamwork and keeps everyone on the same page with accurate service desk info.

## Easy as pie

No coding needed. Create custom views and templates in minutes with simple drag-and-drop functionality.

# Boost Performance with SysAid Spaces

Meet SysAid Spaces, our cutting-edge ITSM platform: It's designed to streamline and supercharge your service management. How? By combining an intuitive UI with AI-driven efficiency and BI Analytics, it's all you need to boost performance, skyrocket productivity, and deliver results that matter.

# SysAid Spaces

## Key Features

### AI Chatbot for Agents

Simplify your agents' day with our AI chatbot. Powered by Gen AI, it provides quick answers and automates repetitive tasks, boosting efficiency.

### Bulk Actions

Need to assign a bunch of tickets at once? Bulk Actions lets you tackle them all together, saving you a ton of time.

### Inline Editing

Make quick changes directly from the queue with Inline Editing. No need to open a separate screen.

### Real-Time Data Updates

Enjoy a seamless user experience with instant ticket information. Always have the most current data at your fingertips.

### Locked Tickets

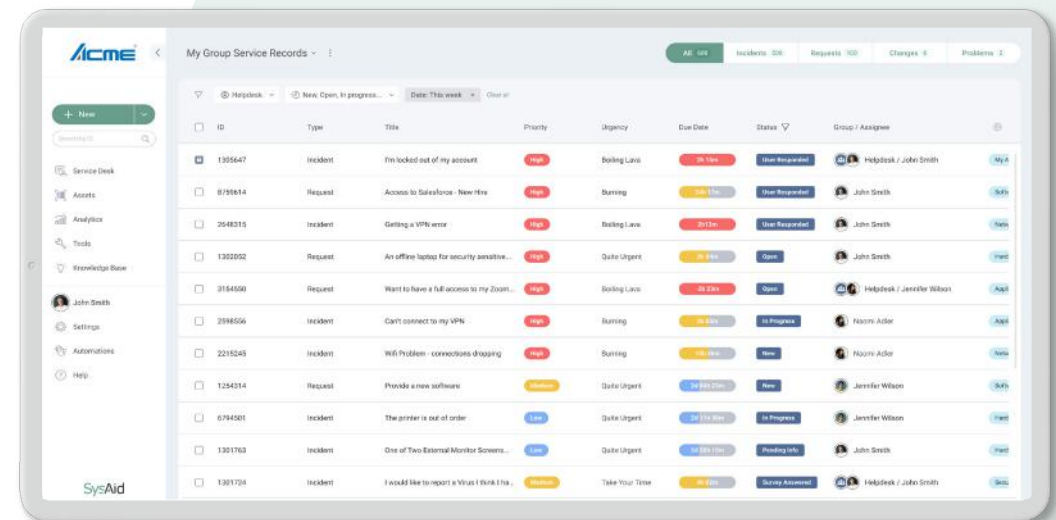
Working on a tricky ticket? Locked Tickets lets you lock it down while you work, preventing accidental overwrites.

### Custom Views

Personalize your queue with Custom Views. See the most important information, prioritize by urgency, and organize for peak efficiency.

### Queue View

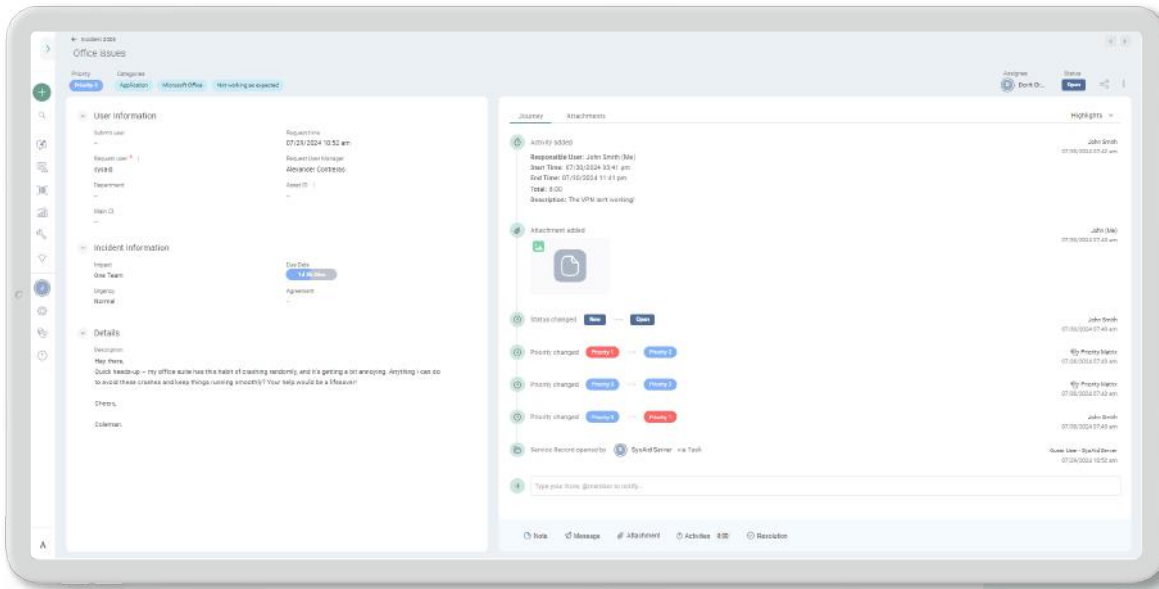
Your central command center! Get a clear, organized view of all your tickets, making it easy to prioritize and manage your workload.



ID	Type	Title	Priority	Urgency	Due Date	Status	Group / Assignee
1355647	Incident	I'm locked out of my account	High	Boiling Lava	2h 15m	User Responded	Helpdesk / John Smith
8759164	Request	Access to Salesforce - New Hire	High	Burning	1h 15m	User Responded	John Smith
2648315	Incident	Getting a VPN error	High	Boiling Lava	2h 15m	User Responded	John Smith
1302052	Request	An offline laptop for security sensitive...	High	Quite Urgent	2h 15m	Open	John Smith
3154500	Request	Want to have a full access to my Zoom...	High	Boiling Lava	2h 20m	Open	Helpdesk / Jennifer Wilson
2898556	Incident	Can't connect to my VPN	High	Burning	1h 30m	In Progress	Nazim Adje
2215245	Incident	WiFi Problem - connections dropping	High	Burning	1h 30m	New	Nazim Adje
1234314	Request	Provide a new software	Medium	Quite Urgent	2d 03:21m	New	Jennifer Wilson
6784501	Incident	The printer is out of order	Low	Quite Urgent	2d 13:15m	In Progress	Jennifer Wilson
1301763	Incident	One of Two External Monitor Screens...	Low	Quite Urgent	2d 03:11m	Pending Info	John Smith
1301728	Incident	I would like to import a Virus Scan File...	Medium	Take Your Time	1h 00m	Security Assessed	Helpdesk / John Smith

### Queue View

Get a clear, consolidated, intuitive view of your entire workload

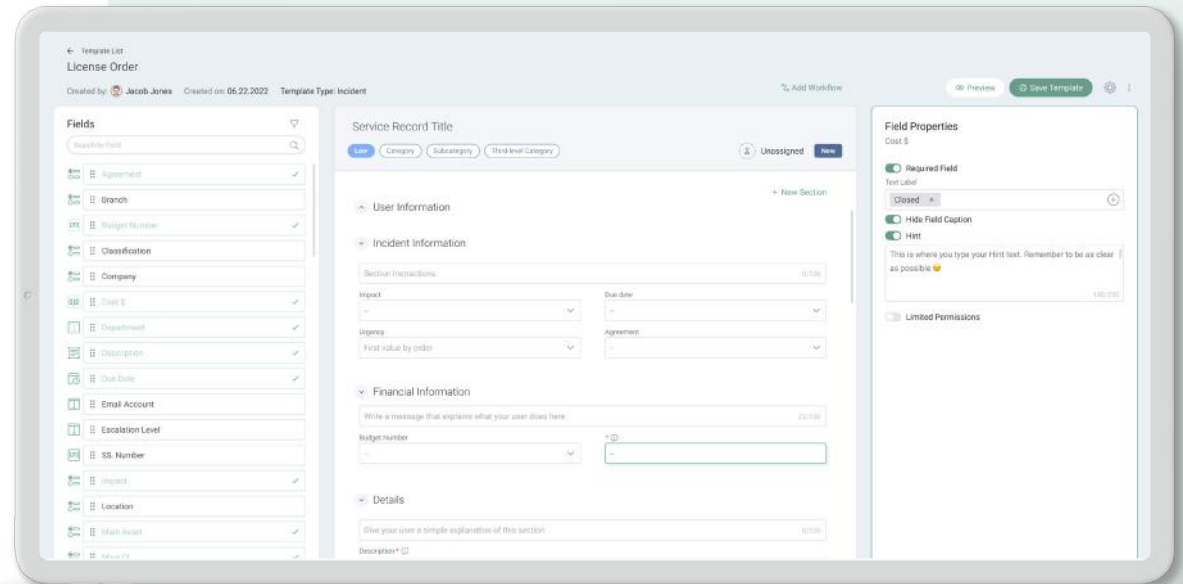
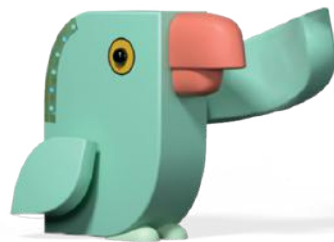


## Ticket Journey

Gain complete visibility into your tickets! The new Ticket Journey feature provides a chronological view of everything that happens to a ticket, including status changes, actions taken, and even applied automation rules. Need to focus on specific details? Use the filters to zoom in on highlights, activities, attachments, or audit logs

## Template Designer

Streamline your ticketing process with our new Template Designer! Drag and drop to create custom templates that perfectly match your needs. Plus, you can add helpful hints to guide users through filling out the ticket, ensuring everyone's on the same page.



# Supercharge Spaces with SysAid Copilot

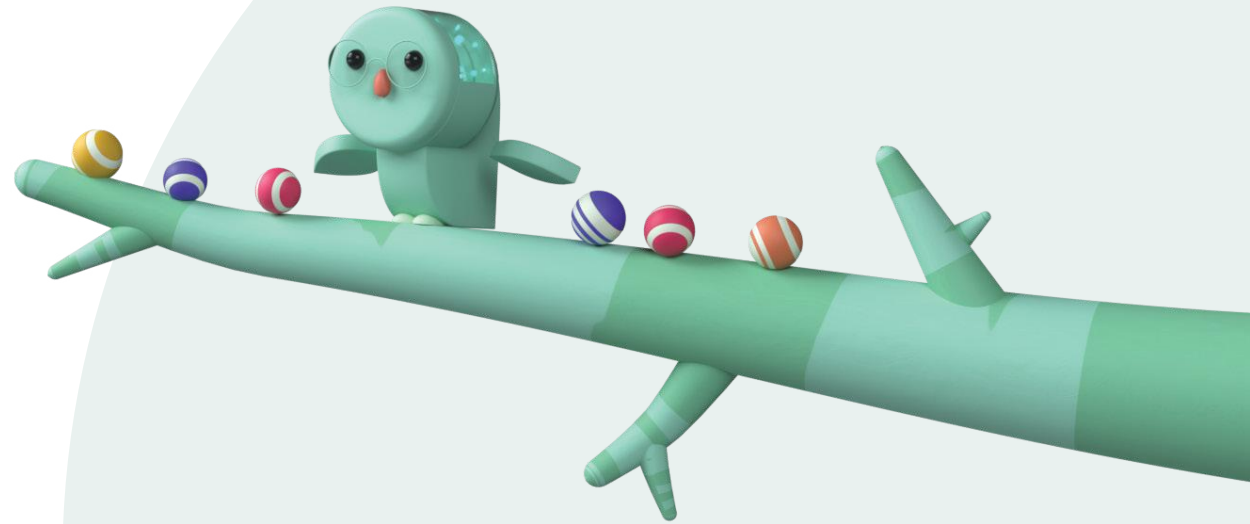
Get the most out of SysAid Spaces by supercharging it with SysAid Copilot – cutting edge, generative AI capabilities designed to liberate IT Pros, transform employee experience, and reinforce organizational productivity.

SysAid Copilot seamlessly complements SysAid Spaces to deliver conversational support to end-users and enables them to self-resolve issues 24/7. By freeing admins from repetitive tickets and mundane tasks, they will be able to focus on more creative and higher valued projects.

The power of SysAid Copilot provides admins with meaningful generative AI capabilities that assist them with making work flow.

**Learn more about [SysAid Copilot](#).**

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## Deliver Exceptional Service. Automagically.

SysAid is the next-gen of ITSM, a comprehensive platform with generative AI baked into every element of service management. Wrapped into an intuitive UI and offering a fully conversational experience, SysAid empowers organizations to unleash their full potential for productivity.

# Boost Efficiency and Productivity

## Effortless Navigation & Lightning-Fast Actions

Navigate with ease and resolve issues quickly with SysAid Spaces' intuitive interface.

## AI-Powered Workflows

Leverage AI to automate repetitive tasks, categorize and assign tickets, and empower agents with contextual solutions.

# Make Data-Driven Decisions

## Advanced BI Dashboards

Gain a holistic view of your IT operations with SysAid Spaces' robust BI dashboards. Analyze key performance indicators (KPIs) to identify trends, optimize processes, and achieve continuous improvement.

Oh wow, I like it! Much more modern

I'm getting goosebumps!

## Key Benefits

### Improved Service Delivery

Deliver exceptional service with real-time data updates, streamlined ticket management, and powerful automation.

### Enhanced User Satisfaction

Empower agents with the tools and insights they need to resolve issues quickly and efficiently, leading to happier users.

### Increased Operational Efficiency

Streamline workflows, automate tasks, and gain valuable insights to optimize your IT operations.

**You are  
in good  
company.**

10M Users All Over the World  
who are part of the ITSM revolution.



**BACARDÍ.**



**MOTOROLA**



**NORTH  
YORK  
GENERAL**



“

**We now have insight into  
all activities from a single  
application!**

JAMES OREN ROELOFSEN | IT SUPPORT MANAGER,  
GENERAL CABLE

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“

**As soon as SysAid is  
implemented you'll feel  
impact rapidly across your  
entire business. BBAM is  
proof of that fact.**

TERESA ENG | SENIOR TECHNOLOGY ANALYST,  
BBAM