



AI in Hornbill



HAI



AI is at the centre of our roadmap

HAi (Hornbill for AI) is a rapidly growing suite of AI-powered tools for IT people

Enterprise Service Management (ESM) experience and workflow platform

Omnichannel interaction
Giving people choice



Portal



Teams



HAi Copilot



Email



Mobile



Phone

Digital Transformation of *service experience*



Omnichannel delivery



Digital experience



Create new digital experiences in minutes with drag-and-drop, boosting agility

Intelligent Automation



Agent Deflection



Agent Efficiency

Digital transformation of *service management*



Service automation



Self-managed portfolio



Teams self-manage their own services and automations. No technical skills needed.

Workflow orchestration



Customer Workflows



Employee Workflows



IT Workflows

1000+ integrations



HR



IT



Facilities



Finance



CSM

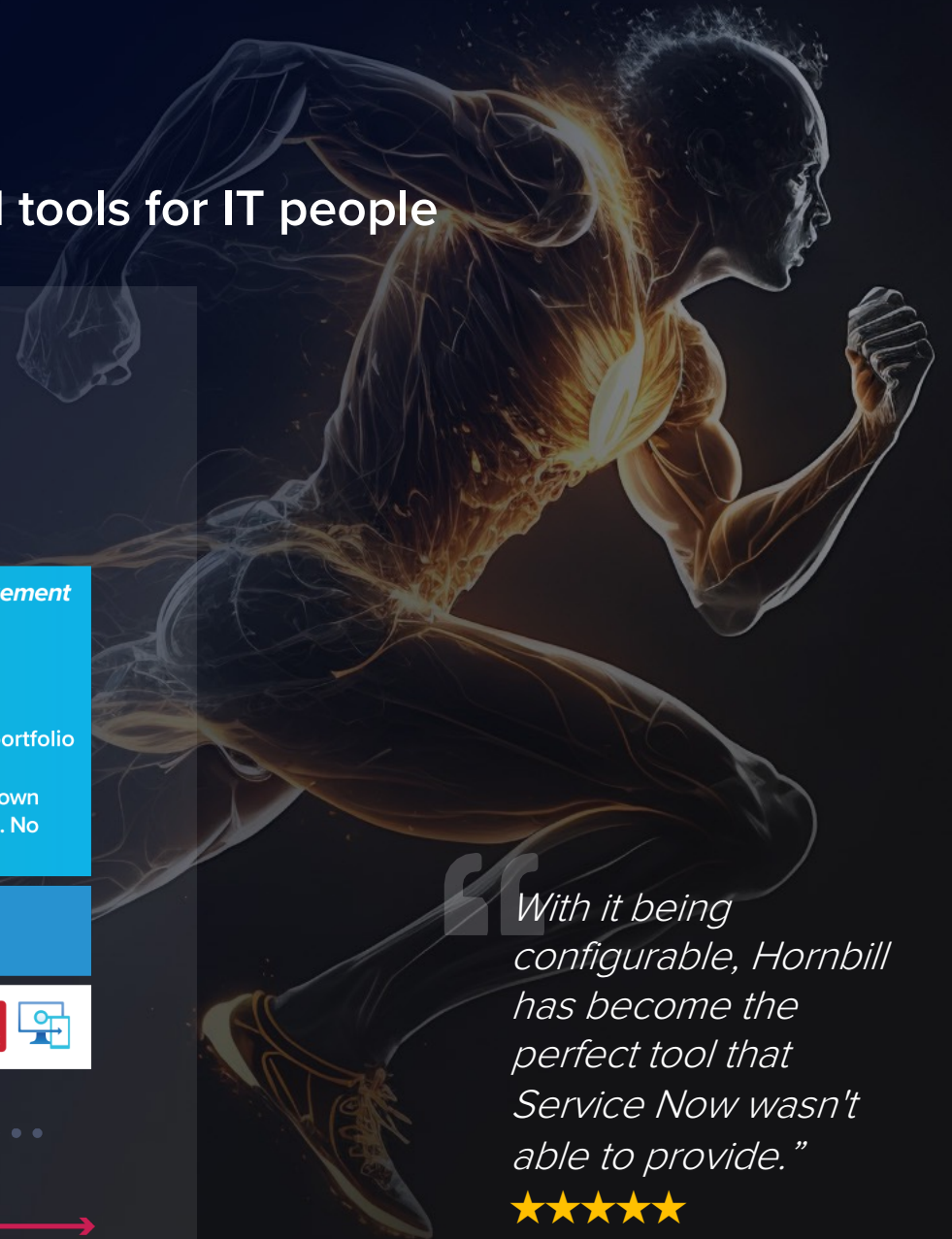


Marketing

...

Processes, practices, knowledge, and information flow freely across silos

“With it being configurable, Hornbill has become the perfect tool that Service Now wasn't able to provide.”



AI tools you need, right where you need them

AI-driven features are a core part of Hornbill Service Manager



One-click access to AI tools, right from the agent UI

HAI is part of Hornbill Service Manager. No need to switch screens to use HAI.



Targeted at agent use cases

All our AI features are designed to save you time by automating routine tasks.



No barrier to adoption

No specialist skills needed. No training of Machine Learning models.



The screenshot displays the Hornbill Service Manager interface. At the top, the logo and 'Service Manager' are visible. A search bar is present. The main content area shows a customer request for 'Desktop & IP Phone not working'. A blue 'Update' button is visible. A context menu is open over the HAI icon, listing options: 'Ask HAI', 'Change Tone', 'Improve Text', 'Shorten text', and 'Listify'. Below the menu, a 'Request Summary' section is partially visible. At the bottom, a light blue box contains the following text:

Desktop & IP Phone not working
Neither are connected to the network.
Write 4 clarifying question to solve this issue.

Clarifying Questions to Solve the Issue

1. Have you checked if the network cables are properly connected to both the desktop and the IP phone?
2. Are there any visible damages to the network cables or ports on the devices?
3. Have there been any recent changes to the network settings or updates on the desktop that might have affected the connection?
4. Is the network functioning correctly for other devices in the same location?

Text Assist

Automatic creation and modification of text content

Improve use of text content across Hornbill with automatic generation, checking, shortening, listifying, and tone changes.

- **Ask HAI** creates step-by-step instructions to common issues.
- **Change Tone** applies one of four different tone options to text.
- **Improve Text** corrects spelling, grammar, and ambiguous statements.
- **Shorten Text** compresses text content without losing meaning.
- **Listify** turns large text blocks into step-by-step guides.

The screenshot displays the Hornbill service desk interface for a ticket titled "IN00001363 Desktop & IP Phone not working". The interface includes a timeline of actions such as "Clarify", "Email Sent", "Team Assigned", "Analyst Assigned", "Priority Set", "Investigation Complete", "Problem Raised", "Waiting For", and "Passed to Supplier". A "Text Assist" menu is overlaid on the text editor, providing options: "Ask HAI", "Change Tone" (with a sub-menu), "Improve Text", "Shorten text", "Listify", and "Suggest Resolution". The "Change Tone" sub-menu lists four options: "Apologetic", "Professional", "Friendly", and "Technical". The background shows the ticket details, including "Customer Info: VIP", "Incident" information, and "Service Level" options like "Internal Support VIP" and "Resolution 08-01-2024 10:00".

Suggest Resolution

Automatically generate user-friendly resolution guides

Presents a resolution in a non-technical tone for service consumers to self-solve.

- Generate a user-friendly resolution from a ticket timeline post.
- Or simply paste text/input a prompt to create resolution content.
- Save time writing resolution content and empower end users to self-solve more issues.

The screenshot displays the HORNBILL support system interface. The main window shows a ticket titled "IN00001414" with the description "Emails not being received". A timeline of events is visible, including "Clarify", "Resolution", and "Feedback". The "Resolution" section is active, showing a generated resolution guide for clearing the Outlook cache. The guide includes a list of steps and a note about restarting Outlook. A modal window is open over the resolution content, displaying the same text in a more user-friendly format. The modal window has a title bar and close buttons. The background interface includes a sidebar with navigation icons and a top navigation bar with the HORNBILL logo and search bar.

Resolution

Add resolution description

Possibly the cache. Press Windows key + R, and type %localappdata%\Microsoft\Outlook in the Run dialog box. Open the RoamCache folder to view your cache files. Select all the cache files, right-click them, and click Delete.

To address the issue of not receiving emails, it's possible that the problem might be related to the Outlook cache. Here's a step-by-step guide to clear your cache, which could help resolve the issue:

Clearing Outlook Cache:

1. Press the ""Windows key + R"" to open the Run dialog box.
2. Type ""%localappdata%\Microsoft\Outlook"" and press Enter. This will take you to the location where Outlook cache files are stored.
3. Look for a folder named ""RoamCache"". Open it to view your cache files.
4. Select ""all the cache files"" within the folder. You can do this by pressing ""Ctrl + A"".
5. Right-click on the selected files and choose ""Delete"" from the context menu.

After completing these steps, please restart Outlook and check if emails are being received as expected. Clearing the cache often resolves issues related to email delivery and performance. If the problem persists, please let us know for further assistance.

Category

Resolve

Customer Low

Request Details

Incident

1st Line Support
Graham Clarke

Logged On 25-02-2024 04:00

Status Open

Priority Outlook

Category Outlook

Service Desktop Support

Service Level Internal Support Medium

Resolution 26-02-2024 18:00

Win Support

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Knowledge Generator

Create a new knowledge article from a simple prompt or existing ticket resolution

Agents can create new how-to guides to cover common issues—saving time creating and finding knowledge.

- Create and transform knowledge articles at the click of a button—to grow and improve your knowledge base.
- Correct, shorten, listify, and change tone of existing knowledge articles to improve quality and accelerate outcomes.
- Create a new knowledge article directly from a ticket timeline post.

The screenshot displays a ticket resolution interface for 'HORNBILL' with ticket ID 'IN00001358' and the subject 'Emails Not Being Received'. The ticket timeline shows stages: Clarify, Resolution, and Feedback. The 'Resolution' section contains a knowledge draft titled 'Clearing the Outlook Cache to Resolve Email Reception Issues'. The draft includes a detailed list of seven steps for clearing the Outlook cache. A modal window titled 'Knowledge Draft' is overlaid on the right, showing the draft's content, including the title, initial request, and resolution steps. The modal also features 'Submit' and 'Cancel' buttons.

Resolution

Clearing the Outlook Cache to Resolve Email Reception Issues

If you're experiencing issues with not receiving emails, clearing the Outlook cache can often resolve these problems. Please follow the steps below to clear your cache:

1. Save any ongoing work to ensure that no data is lost.
2. Close Outlook to prepare for the cache clearing process.
3. Press the **Windows key + R** to open the Run dialog box.
4. Type `%localappdata%\Microsoft\Outlook` and press **Enter**. This will take you to the location where Outlook cache files are stored.
5. Locate and open the **RoamCache** folder to view your cache files.
6. Before proceeding, it's a good idea to make a copy of these files as a precaution. Simply select the files, right-click, and choose **Copy**. Then, paste them into a safe location.
7. Now, select all the cache files within the RoamCache folder, right-click them, and select **Delete** to clear them out.

After completing these steps, reopen Outlook. This process should help in resolving the issue with not receiving emails. If the problem persists, please reach out for further assistance.

Knowledge Draft

Emails Not Being Received

Initial Request

No emails have been received today and they were working fine yesterday.

Resolution

Clearing the Outlook Cache to Resolve Email Reception Issues

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1. Save any ongoing work to ensure that no data is lost.
2. Close Outlook to prepare for the cache clearing process.
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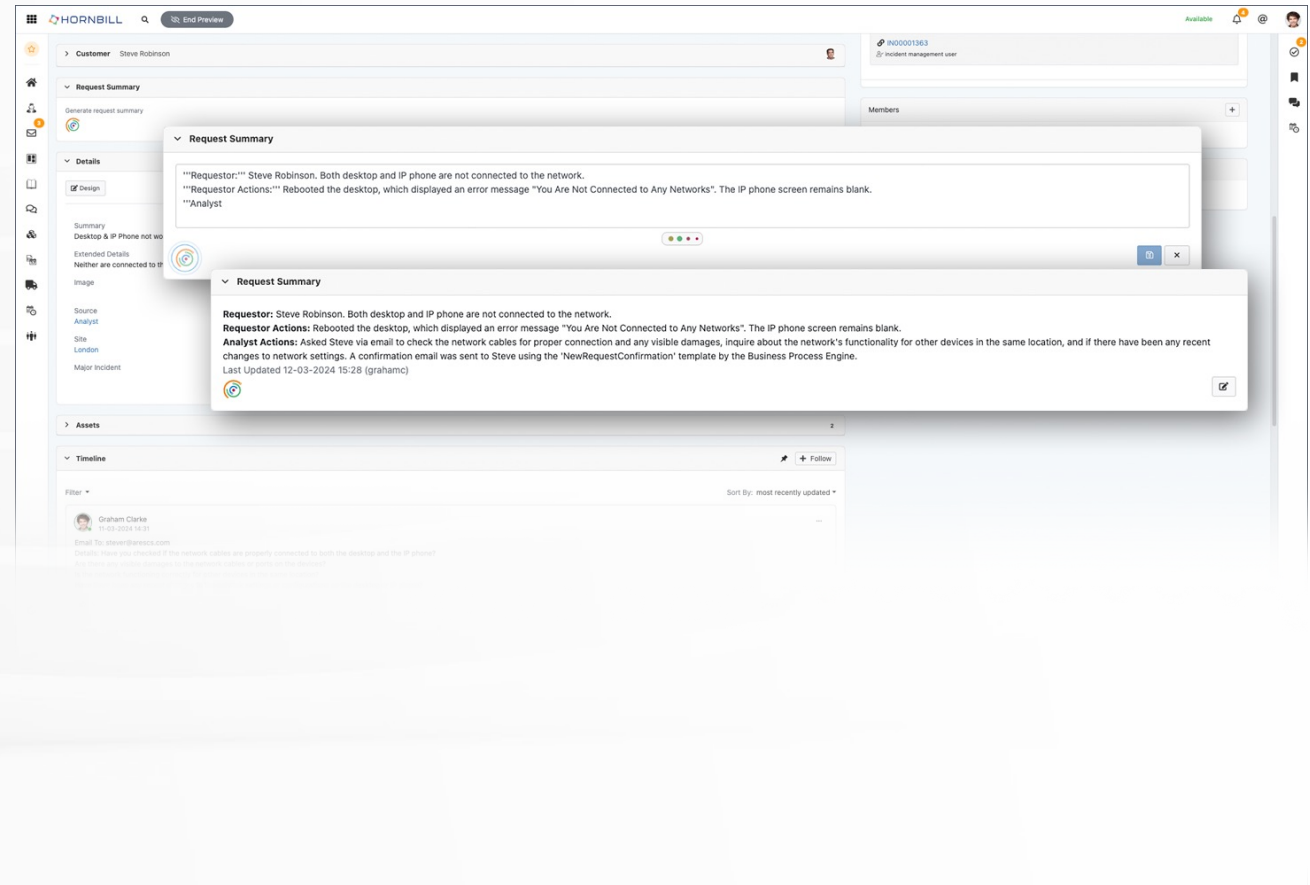
Submit **Cancel**

Request Summarizer

Summarise a ticket at the click of a button

Auto-generates a summary of a record for quick handover to another agent, team or manager. One less task for your agents.

- One-click summarization of ticket details and actions.
- Clear summary enables rapid handover.
- Can be used on service request, incident, problem and change records.
- Allows editing before saving.



AI Value Dashboard

Quantify the value that Hornbill AI features deliver

Unique feature automatically generates time and cost savings.

The Value Dashboard examines your HAI feature usage to quantify time saved and cost savings based on agent salary—as defined by you.

Track HAI feature adoption to identify how much value you're getting, and where efforts to drive adoption would unlock more value.



Hornbill AI Lab

Dedicated AI tech team

The Hornbill AI Lab is 100% focused on AI-driven features that solve real-world customer problems.

Our AI Lab is where AI and customer needs meet. We conceptualise and prototype new AI technology by looking for opportunities where AI can automate or augment the work that people in the service desk and the broader ITSM sphere do.

Then we validate features with Beta customers, adapting the tech based on real-world feedback to deliver maximum value.

Ease of adoption is always considered. **We work hard to make it as simple as possible for you, the users, to activate and use the AI technology we build.**



I feel that Hornbill is more innovative than other products and has a distinct approach which separates it from its competitors.”



AITSM made simple

AI your agents can use on day one



No

Specialist AI skills required.

No

ML models to be trained to get started.

No

Other ITSM vendor offers you a faster route to value with AI.

“Hornbill is very easy to use and very innovative.”



Get started 2X faster

We've made implementation quick and easy

Our goal is to get you quantifiable gains in days—not weeks. We optimize a set of tools to accelerate the implementation process and make life easier for you.

1	2	3	4	5	6	7
						
True cloud solution means zero setup.	A suite of setup tools accelerate the whole process.	Codeless configuration is quick and easy.	100s of ready-to-use templates accelerate your implementation	Codeless integration lets you connect systems in minutes.	Intuitive drag-and-drop setup means people can get started right now.	Our consultants have 3X tenure of other SaaS vendors.

“The ease of getting up and running makes Hornbill a definite ‘must see’ for anyone considering changing their ESM solution.”



No upgrade projects. Ever.

Hornbill approaches innovation in a different way. Continuous delivery of new features (automatically applied on a weekly basis) eliminates the concept of versions and upgrades. It's literally effortless.



No more upgrade projects



No more disruptions and loss of time



Always be on the latest version



No forced upgrade schedule



All support expertise focused on your version



How much time do our customers spend on upgrades?

Zero.

How much time are you losing every year upgrading your current service management solution?



Regular updates and new features keeps the solution in tip-top shape.

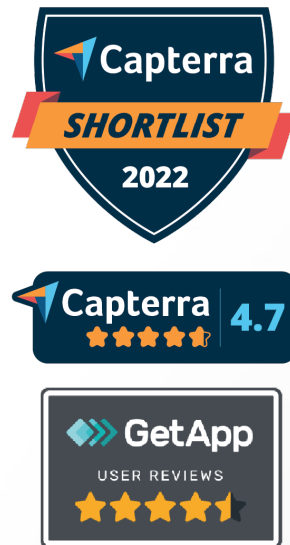


What's different about Hornbill?


Hornbill makes life at work better, taking the stress out of delivering a complex portfolio of services to customers and employees.


Built for everybody, Hornbill is a single platform for all the service providers in your organization, from IT to HR to Facilities, and beyond.


That's why customers stay with Hornbill.




Fastest


 **2x faster implementation**
100% codeless, template-based setup means customers are up-and-running in weeks, not months.


 **Fastest user adoption**
Hornbill's codeless environment makes it easy for any team to self-manage a portfolio of services and automations.

 **Fastest innovation**
We release new features every week, so you get access to the tech you need, faster.


Easiest

 **True SaaS simplicity**
Built as a cloud solution, Hornbill has zero app management overheads—so you can focus on service excellence.

 **Stress-free upgrades**
New features are automatically applied. No upgrade projects. No downtime. Never get stuck on an old version.

 **Easy to do business with**
Simple pricing and flexible scaling means you can add and remove licenses as you need them.

Best

 **Collaborative ESM leaders**
Built-in collaboration means Hornbill is a true system of engagement—connecting work with conversations and knowledge.

 **Most experienced consultants**
3x longer industry tenure than any other enterprise vendor means we already understand your challenges and how our solutions can solve them.

 **Most active community**
Customers, consultants, product specialists and developers participate every day in the Hornbill Customer Community.