

Automated Generative AI

Save time on daily tasks with Generative AI driven features that are easy to use. No setup or training required.



AI makes it possible to automate a range of previously human tasks – creating more time for projects and innovations

➔ Boost agent efficiency

Close tickets faster with instant access to a range of how-to solutions for common issues.

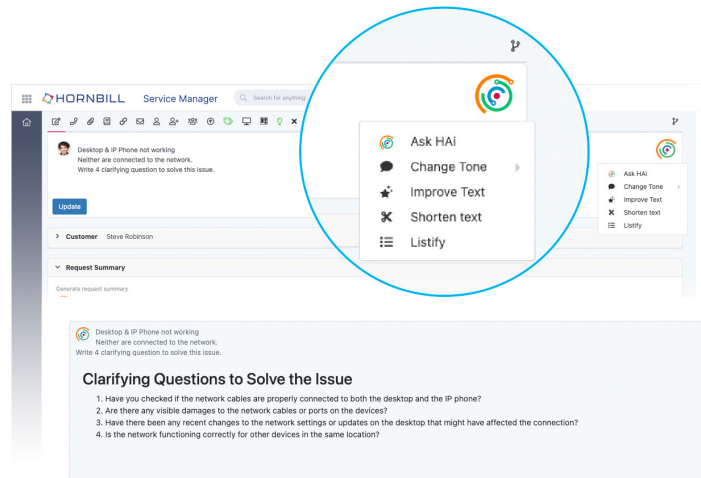


➔ Enhance content

Automatically create and edit content anywhere in Hornbill. Save time across documentation, curation and communication.

➔ Improve knowledge management

Create reusable technical and non-technical content in seconds. Quickly 10X the scale and value of your knowledge base.



Agent efficiency

HAI includes a set of generative AI tools specifically aimed at improving agent efficiency.

Automation

Automatic creation of knowledge articles, request resolutions, customer email content, and any other type of text content. Saves agents time on every ticket.

Agent deflection

Empower users to self-solve issues instead of calling in.

Generative AI benefits

✓ Faster service/support outcomes

✓ Save time per ticket. Reduce MTTR.

✓ Eliminate ticket backlogs

✓ Reduced effort and workload

✓ Reduce agent stress and staff churn

✓ Shift focus from operations to projects

What's different about Hornbill?



Making AI simple.

We take the complexity out of the application of AI to service management.



Rapid AI development.

Our dedicated AI Lab is 100% focused on injecting AI power into Hornbill.



Easy to activate.

Each feature in the HAI suite can be turned on and off at any time. You're in control.

Hornbill Generative AI

What can you do with Hornbill?



→ Text Assist

Automatic creation and modification of text content.



Improve text content across Hornbill with automatic generation, checking, shortening, listifying, and tone changes. Available anywhere you can post text or comments.

→ Suggest Resolution

Automatically generate how-to guides from ticket records.



Presents a resolution in a non-technical tone for customers to self-solve. Save time writing user-friendly how-to content. Empower end users to self-solve more issues - reducing calls.

→ Knowledge Generator

Create a new knowledge article from a simple prompt.



Agents and Knowledge Managers can create simple step-by-step how-to guides to cover common issues. Save time creating and finding knowledge.

→ Request Summarizer

Summarize a request/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.

“
Hornbill creates capacity so our team can focus on more added value work which contributes to strategic objectives.”

