



Using AI, KUPA has the power to drive business improvement – quickly, easily, and cost-effectively by analysing your existing data, making it available through reporting, via API and with connectors to Teams and Yammer.

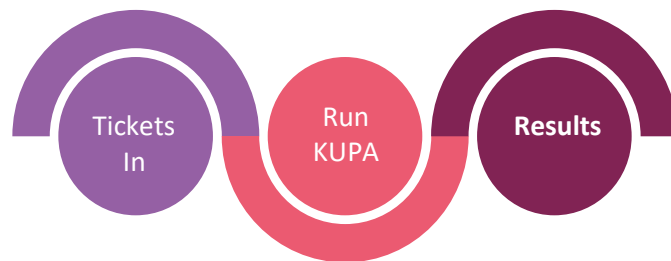
How does KUPA Understand?

KUPA’s unique strength is that it was designed specifically to interpret the language of ITSM, by using the natural language of users and agents. Giving you a unique understanding of what is actually happening.

As well as providing solutions based on your existing data, KUPA never stops learning so the longer you use it, the more powerful it becomes.

Spotting trends and patterns becomes easy, allowing you to tackle problems, increase self service and identify automation in hours not months.

Traditionally, large volumes of tickets are raised yet the true meaning of the issues is misunderstood.



Problem and Knowledge Managers can drill down into data to identify solutions faster and build a library of knowledge allowing end-users to self-serve

KUPA solves this problem by recognising natural language patterns allowing users to get answers, faster.

Key Benefits



Find Problems Faster



Reduced Ticket Volumes



Accurate insights for better decision making



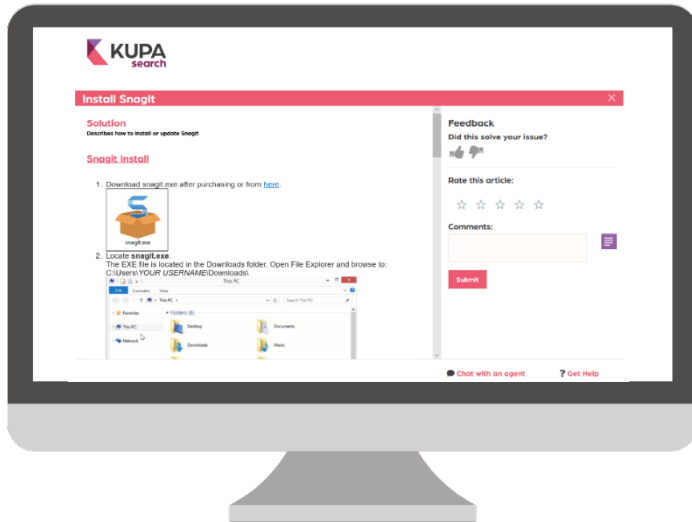
More efficiency and less downtime



Increase first-time fix



KUPA search



KUPA's wealth of understanding can be accessed by users through KUPA Search or KUPA Share. You can also access via a behind-the-scenes API to provide the right solutions to problems.

Whichever channel your employees use when they need help, be it ChatBot or a search on the company intranet, KUPA can be integrated to get the right answers to your team, faster.

KUPA Search also has the option of a ready-to-use search-engine style interface, providing employees with a familiar way to get what they need, when they need it.



KUPA share

KUPA Share provides pre-built connectors to platforms such as Teams and Yammer. It allows users within Teams to simply start a chat with the service and have KUPA respond back with a solution, workflow or automation.

You can create a question workflow to capture further information before raising a ticket.

We can integrate with any Service Management REST API, including BMC Helix, ServiceNow and RemedyForce.

This data is automatically fed back into the AI to continue its learning and improve the responses.

You can manage all of this via the responsive web based KUPA GUI.



- Trend Reports
- Self-Service Responses
- Word Template for Output
- Bounce Count
- Drift Report – Human vs AI
- Top x CIs and Top x Purposes
- Purpose Graphs
- CI and Purpose Clusters
- Heatmaps – CI by Purpose Volume Graphs