

Service Grid Tech Datasheet: Smart ITSM



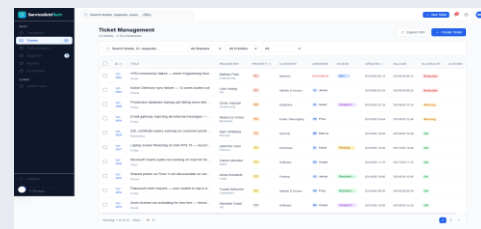
Smart ITSM

Helpdesk play a critical role in ensuring business continuity and operational excellence. Implementing the right helpdesk software significantly enhances efficiency by streamlining support request management—saving valuable time while improving team productivity.

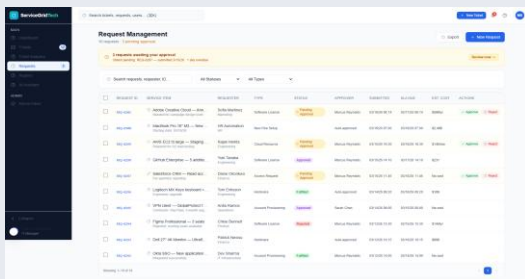
Smart-ITSM is purpose-built for IT teams to accelerate ticket resolution times and improve service delivery outcomes through intelligent, context-rich, and automated IT ticketing. With powerful automation capabilities, highly customizable environments, and comprehensive resolution and performance reporting, Smart-ITSM empowers organizations to enhance productivity, maintain service quality, and deliver consistent, high-impact IT support.

Key Features: -

Ticketing is the core function of an ITSM platform that enables users to log, track, prioritize, and resolve IT issues in a structured manner. Each ticket captures request details, status, ownership, and resolution history, ensuring efficient issue management, faster response times, and improved service accountability.

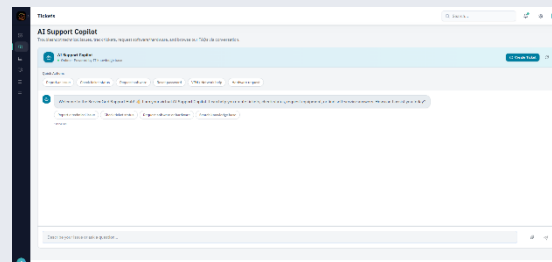


Request Management in an ITSM platform allows users to submit and track service requests such as access, software, hardware, or information needs. It ensures requests are categorized, approved, and fulfilled efficiently, improving service delivery, transparency, and user satisfaction



AI Ticket Creation: Automatically generate tickets from user descriptions, emails, and WhatsApp messages using AI — zero manual entry

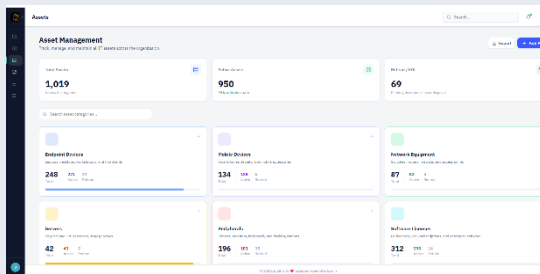
AI Ticket Categorization & Prioritization: Automatically classifies incoming tickets and assigns priority based on business impact, urgency, and historical patterns.



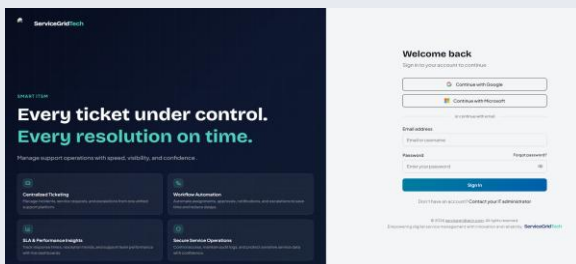
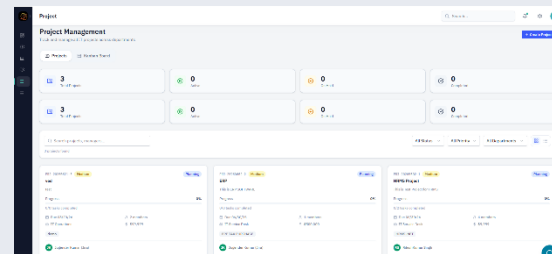
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AI Knowledge Search: AI-powered search that helps users quickly find relevant IT knowledge articles, solutions, and troubleshooting guides using natural language queries, enabling faster issue resolution and improved self-service.

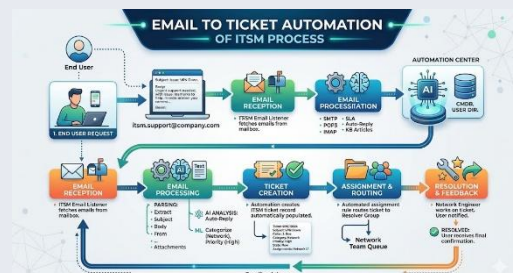


Project Management in an ITSM platform helps organizations plan, execute, and monitor projects by managing tasks, timelines, resources, and milestones in a structured way. It provides visibility into project progress, ensures collaboration across teams, and aligns deliverables with business goals.

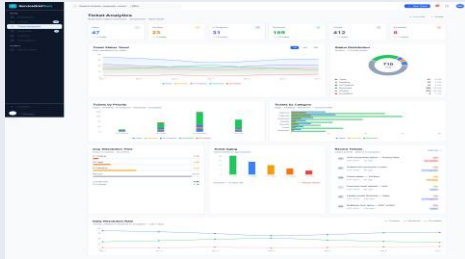


Single Sign-On (SSO) allows ITSM users to log in securely using their existing Gmail (Google Workspace), Microsoft 365 (O365), or LDAP/Active Directory credentials. This enables seamless, one-click access to the ITSM platform, reducing password fatigue, improving security, and simplifying user authentication and access management.

Email to Ticket/Request enables automatic creation of ITSM tickets or service requests directly from incoming emails. User emails are instantly converted into structured tickets with captured details, ensuring faster request logging, no missed issues, and efficient tracking and resolution through a centralized system.

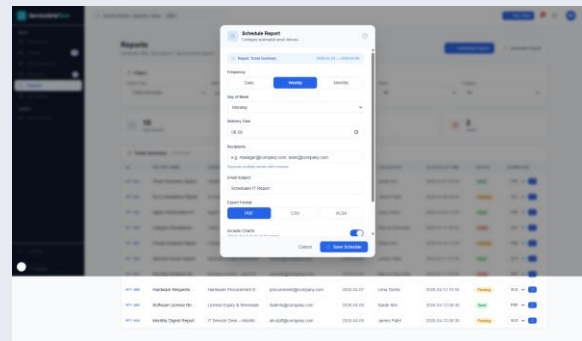


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Dashboard provides a centralized, real-time view of key ITSM metrics such as ticket status, SLA performance, workloads, and service trends. With clear visual summaries and actionable insights, the dashboard helps teams and managers quickly assess performance, identify issues, and make informed decisions to improve service delivery.

Report Scheduler provide structured, real-time visibility into ITSM operations, including tickets, SLAs, assets, and team performance. Customizable reports help organizations analyze trends, monitor service quality, and support informed decision-making, while the built-in report scheduler automatically delivers insights at predefined intervals, ensuring timely and consistent performance tracking without manual effort.



Service Level Agreement (SLA) defines measurable response and resolution time commitments for tickets and service requests within the ITSM platform. It helps ensure consistent service delivery, improves accountability, and enables teams to monitor performance and meet agreed service standards.

Event-Based Notifications automatically alert users and teams when predefined ITSM events occur, such as ticket creation, status changes, SLA breaches, or task updates. These real-time notifications ensure timely communication, faster response, and better visibility across IT operations.

Activity Logs provide a detailed, time-stamped record of all actions performed within the ITSM platform, including ticket updates, status changes, assignments, and user activities. They ensure transparency, support auditing and compliance requirements, and help teams track accountability and troubleshoot issues effectively.