Drive Productivity with AI Service Management

APP BRIDGE AI

AppBridge IT Service Management

AppBridge IT Service Management is an enterprise-grade platform built on a scalable architecture. Its Design Studio and customizable widgets enable rapid adaptation to changing business needs. AppBridge ensures data privacy and security through strict compliance with global standards, delivering flexibility, performance, and protection for modern IT operations.

Key benefits of leveraging AppBridge ITSM

AI Assistant
Resolve queries faster with an always-on AI assistant that guides users and agents in real time.

Agentic Workflows
Automated intelligent workflows that execute tasks and make decisions independently to streamline processes.

Rapid ROI
Enable business users to build workflows with intuitive drag and drop interface.

Lightning Speed
Launch new services instantly using pre-built workflows and simple drag-and-drop interface.

AppBridge ITSM Platform

Our solution is purpose-built to help organizations align their IT Service Management processes with the ITIL framework. With exceptional flexibility, **AppBridge ITSM** enables seamless integration of ITIL best practices while supporting tailored customizations to fit your unique business needs.

AI-Powered Chatbot

Engage users instantly with an AI chatbot that understands queries and delivers smart, real-time solutions.

Self-Service Portal

Enable effortless self-service with a dedicated portal to search and resolve issues instantly.

Reports and Dashboards

Out of the box reports and dashboards to monitor KPIs and SLAs—schedule, email, or export them anytime.

Multi-Channel Support

Supports for multiple channels of messaging such as web, email, Chat, WhatsApp, Teams.

Easy to Use and Deploy

Launch a powerful service desk in few weeks— no complex setup, no hassles.

Pre-build Integrations

Seamlessly connect with your existing tools— HRMS, collaboration hubs, CRM, mobile apps, and more—using REST APIs.

Intelligent Process Automation

Streamline workflows with AI-driven automation that adapts to dynamic service processes.

Customer Support Portal

Empower users to raise, track, and resolve issues through an intuitive self-service portal.

Service Agent Intelligence

Boost agent productivity with AI-powered insights, suggestions, and real-time assistance.

No Code Process Automation

Design and deploy complex service workflows without writing a single line of code.

AppBridge ITSM Key Features

Incident Management

Incident Lifecycle Tracking

SLA Compliance Monitoring

Asset Impact Visualization

Dynamic Assignment

Rule-Based Routing

Worklog Activity Capture

Survey-Based Feedback

Incident Escalation Matrix

Status Change Alerts

Notification Personalization

Privilege-Based Access

Incident Audit Trail

Intelligent Categorization

Self-Service Templates

User Availability Alerts

Service Management

Multi-Channel Requesting

Request Prioritization Logic

Catalogue-Based Categorization

SLA Progress Tracking

Automated Request Escalation

Service Input Templates

Dynamic Workflow Notifications

Task Flow Automation

Request Rejection Handling

Asset Lifecycle Management

Request-CI Linking

Stage-Based Notifications

Third-Party Integrations

Change Management

Change Request Logging (RFC)

Change Categorization

Approval Workflow

Change Communication

Change Conflict Detection

Post-Implementation Review

Approvals via Email

Change Priority Handling

Change Type Templates

Change Reviewer Assignment

SLA Policies

SLA Management

Business Hour Templates

Create custom SLAs

Set multiple escalations

SLA for multiple business hours

Predefined SLA templates

Vendor Contract Management

Breach Alert Notifications

Problem Management

Structured Problem Logging

AI Problem Categorization

Agentic AI

Problem-Incident Linking

Asset Insight Integration

Root Cause Analysis

Workaround Solution Sharing

Known Error Management

Pain Value Analysis

Problem Closure Survey

Asset Management

Asset lifecycle

Procurement & purchase tracking

Discovery (hardware/software)

Bulk import (CSV/API/manual)

Location tracking

Warranty & lease notifications

Maintenance scheduling & reminders

Role-based access control

Workflow automation

AppBridge ITSM Key Features

Self Service Portal

Effortless Ticket Creation

Real-Time Request Tracking

Service Catalog

Automated Request Fulfillment

Omnichannel Support

Feedback and Rating System

Role-Based Access Control

AI Assistant

Conversational AI

Auto L1 Support

Natural Language Processing

LLM Integration

Multilingual Support

Bot Training

Actionable Responses

Customer Portal

Easy Ticket Creation

Status Tracking

Knowledge Base Access

Service Catalog

AI Assistant

Feedback Collection

Role-Based Access

Field Ticket Support

Location Details

Technician Assignment

Mobile Access

Job card

Check-In/Check-Out

Worklog Updates

Parts/Asset Tracking

Time Logging

Photo Evidence

Technician Ratings

AI Process Automation

No code Workflow Builder

AI data processing

Prebuilt Connectors

AI Task Prioritization

Smart Ticket Classification

AI-Powered Suggestions

Intent Recognition

Automated Email Replies

Sentiment-Driven Escalation

Image generation

Advance Processes

Access management

Release and deployment management

IT financial management

Vendor management

IT asset procurement

Reservation management

Onboarding process
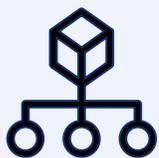
Deployment models

On-premise

Cloud

Hybrid
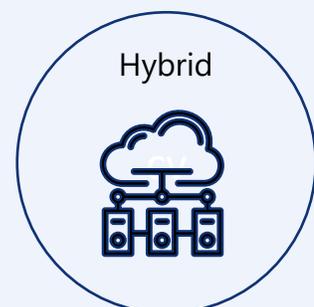
Why should you choose AppBridgeAI for ITSM?

AI-first approach

- AI-first approach
- Ensure safe, reliable, and secure operations with end-to-end encryption for data at rest and in transit

Quick ROI

- AI reduces human efforts by 50%
- Realize ROI within 3-6 months
- Run all automation on a single platform

AppBridge AI

Enterprise capabilities

- Enterprise-grade security
- Enterprise-grade features
- Integration capabilities with 3rd party applications

Rapid deployment

- Deploy in just 4 weeks
- 2x cost saving in development and maintenance.

About AppBridge

BridgeConnetx Pvt Ltd is a global IT product company delivering cutting-edge IT operations management solutions under the **AppBridge** brand. Its flagship platform, **AppBridge** is powered by a proprietary Deep Learning Framework for IT Operations, designed to boost efficiency and lower operational costs.

Leveraging AI, **AppBridge** intelligently automates processes to generate actionable insights—minimizing mundane tasks and maximizing return on investment.

APP BRIDGE AI

+91 99205 80247

sales@AppBridge.ai

Unit No.441, Lodha Signet, Sandozbaugh, Thane 400607