

# C1 SmartAI Issue Triage

AI-driven issue creation and remediation guidance that transforms the issue lifecycle inside ServiceNow. Automatically generates clear descriptions, remediation plans, and validation when controls fail attestation—removing ambiguity and accelerating resolution.



## AI-Generated Issues

Automatically creates complete issue descriptions tied to failed controls with structured action plans.



## Remediation Validation

AI scores and validates remediation plans before submission, ensuring quality and completeness.



## Native Integration

Seamlessly injects AI analysis into ServiceNow Issue Management, aligned with SmartDACM and SmartCompliance Suite.

## Key Outcomes

- Faster remediation with fewer clarification cycles
- Audit-ready issue documentation
- Reduced compliance cycle time
- Stronger governance and fewer audit findings

## Ideal For

- Compliance teams managing attestations at scale
- Control and remediation owners
- GRC leaders seeking operational efficiency
- Organizations reducing backlog friction



**Pricing:** SmartAI Issue Triage is an add-on within the SmartCompliance Suite. Pricing varies by volume and integration depth.