

C1 SmartOps ServiceDesk

AI-enabled Tier 1 support as a fully managed service. Built on ServiceNow, we handle intake, triage, routing, resolution, and knowledge management—delivering fast, consistent, scalable support across IT, product, and departmental services.



AI-Driven Operations

Automated intake, classification, routing, and resolution suggestions powered by SmartAI



Multi-Channel Support

Portal, chat, email, phone, and virtual agent—all integrated seamlessly



Native ServiceNow

Full ITSM, CSM, HRSD workflows with SLA enforcement and automated escalations



Smart Knowledge

Automated KB creation and continuous curation for improved self-service

Use Cases

- **Modern IT Help Desk** – Faster triage, lower MTTR, improved employee experience
- **SaaS Product Support** – Consistent Tier 1 responses for customer inquiries
- **Departmental Support** – HR, Facilities, Finance with automated routing
- **Shared Service Centers** – Scalable global support with predictable SLAs
- **Support Offloading** – Complete frontline function for lean teams

Key Outcomes

- Faster response and resolution times
- Higher SLA compliance and ticket accuracy
- Reduced cost vs. internal Tier 1 staffing
- Increased customer/employee satisfaction
- Greater deflection through SmartAI automation

 **Ideal For:** Organizations needing high-quality Tier 1 support without staffing overhead, SaaS companies delivering product support, and IT/business teams seeking consistent, scalable frontline operations.

Pricing based on coverage window, ticket volume, supported functions, channels, and SmartAI automation tier.