

C1 SmartOps ServiceDesk

AI-Enabled Tier 1 Support as a Managed Service

SmartOps ServiceDesk delivers AI-enabled Tier 1 support built on ServiceNow. We handle intake, triage, routing, resolution, and knowledge management across IT, product, and departmental services.

THE IMPACT

Faster

Response & Resolution Times

Higher

SLA Compliance & Accuracy

Reduced

Cost vs. Internal Tier 1

■ Use Cases

- Modern IT Help Desk with faster triage and lower MTTR
- SaaS Product Support with consistent Tier 1 responses
- Departmental Support (HR, Facilities, Finance) with routing
- Shared Service Centers with scalable global support
- Support offloading for lean teams needing frontline coverage

■ Key Outcomes

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



AI-Driven Operations

Automated intake, classification, routing, and resolution suggestions powered by SmartAI for faster, more accurate support.



Multi-Channel Support

Portal, chat, email, phone, and virtual agent all integrated seamlessly into a unified support experience.



Smart Knowledge

Automated KB creation and continuous curation for improved self-service and ticket deflection rates.

KEY USE CASES

- IT organizations needing high-quality Tier 1 support without staffing overhead
- SaaS companies delivering consistent product support through managed ServiceNow ITSM
- Departments (HR, Facilities, Finance) requiring automated routing and SLA enforcement
- Shared service centers scaling global support with predictable SLAs and SmartAI automation

Why C1Secure



Fully Managed Tier 1

Complete frontline support function without the cost of building and managing an internal team.



SmartAI-Powered

AI-driven intake, classification, and resolution suggestions reduce MTTR and improve accuracy.



Native ServiceNow

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

AI-enabled Tier 1 support without the staffing overhead.

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

Ready to accelerate?

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