

GenAI for Managed Services

From Reactive Support to Intelligent, Self-healing Operations



Key Challenges



Overloaded support teams with rising ticket volumes



Slow query resolution and high average handling time



Lack of multilingual, self-service support



Repetitive tasks causing triage fatigue



No insights for SLA governance or process improvement



Knowledge trapped in documentation or individuals



Current automation lacks personalization & empathy

Accion's GenAI-powered Solution Framework

A layered, automation-first approach built on proven client delivery



Automation Agents handle ticket creation, routing, escalation logic



Assisted-heal Bot helps agents with call summaries, triaging, and resolution suggestions



Self-heal Bot auto-resolves common queries in 80+ languages



Plug-and-play with ServiceNow, Salesforce, JIRA, Fresh Service, Azure & more



Business Optimization Hub gives real-time SLA analytics, feedback insights, and training triggers



Supports all existing repositories and adds to building the knowledge base



Human-like responses, empathizing with the users

Impact Delivered



35-45% ticket volume reduction at L1



30% increase in self-service usage



Significant drop in support costs, improved satisfaction



50% faster average resolution time (AHT)



Real-time operational insights with Power BI dashboards