



**USING AI  
IN COMMUNICATIONS/ IT  
SYSTEMS MANAGEMENT**

# Presenters

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# What does AI do well?

- Data synthesis and diagnostics
- Establishing baseline behavior
- Pattern detection
- Automation of repetitive tasks
- Organization of knowledge



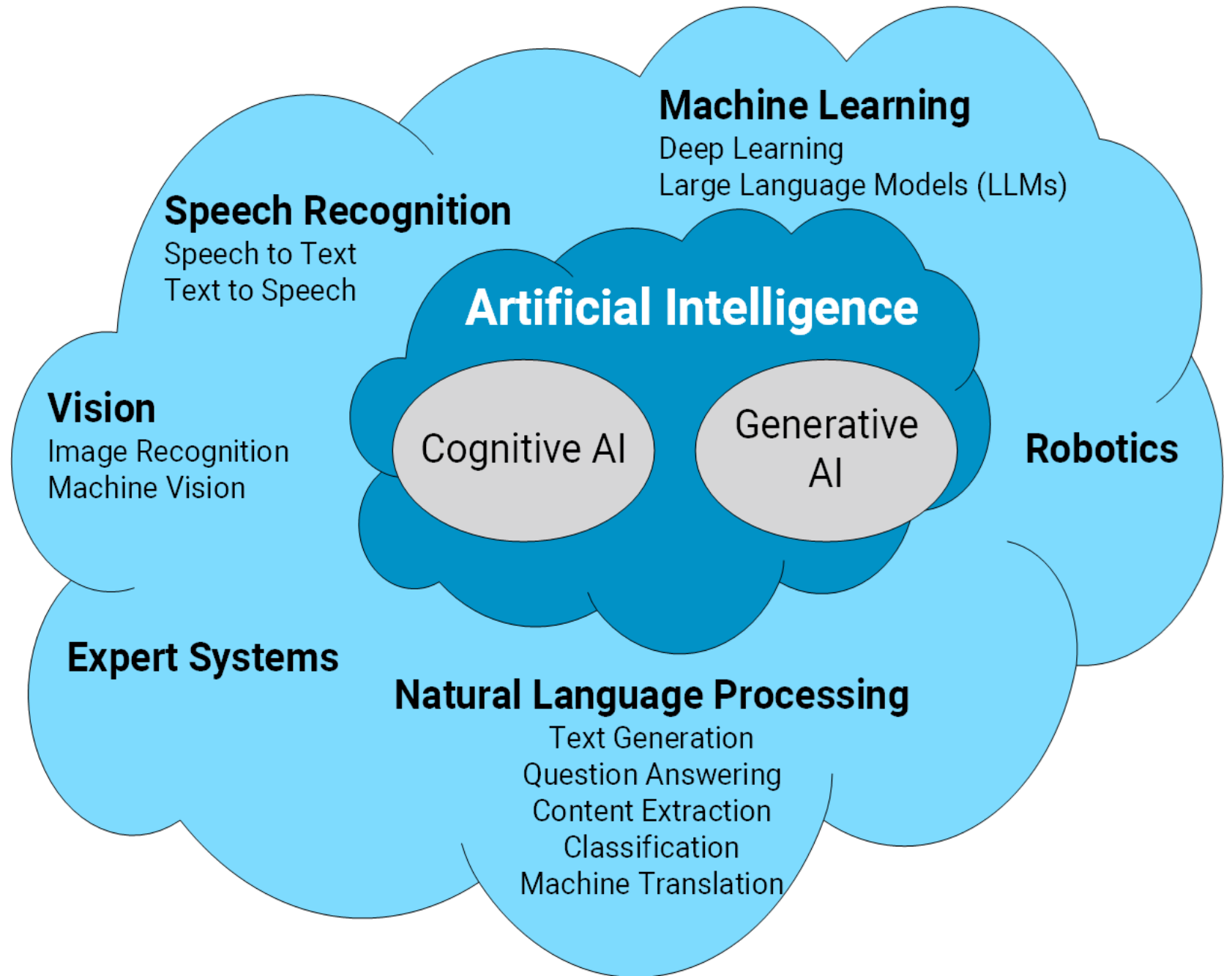


## What is AI still improving at?

- Detecting intent
- Summarization
- Generating quality content



# Types of AI



# AI Used in Management Tools

## Technology

- Natural Language Processing
- Machine Learning
- Speech Recognition
- Conversational AI
- Generative AI

## Example

- Low code, no code programming
- Establish baseline behavior and detect anomalies
- Voicemail transcription
- Detecting intent
- Content creation & summarization such as FAQs



# AI Use Cases for IT Management

## Compliance

- Ensure all types of communication are compliant (voice, text, email, chat, video, white board)
- Automate scrubbing of non-compliant info

## Security

- Establish baseline activity
- Detect anomalies
- Multi-channel (voice, text, email, chat, video, white board)
- Automate scrubbing of info when needed

# AI Use Cases for IT Management

## Service Desk

- Create tickets from email
- Collect information and route to correct person
- Reports that allow better resource allocation
- Identification of applications with problems (technical, user, etc.)
- Self service portal
- FAQ creation
- Use workflow automation to handle routine request workload
- Knowledge base assist for problem resolution





# AI Use Cases for IT Management



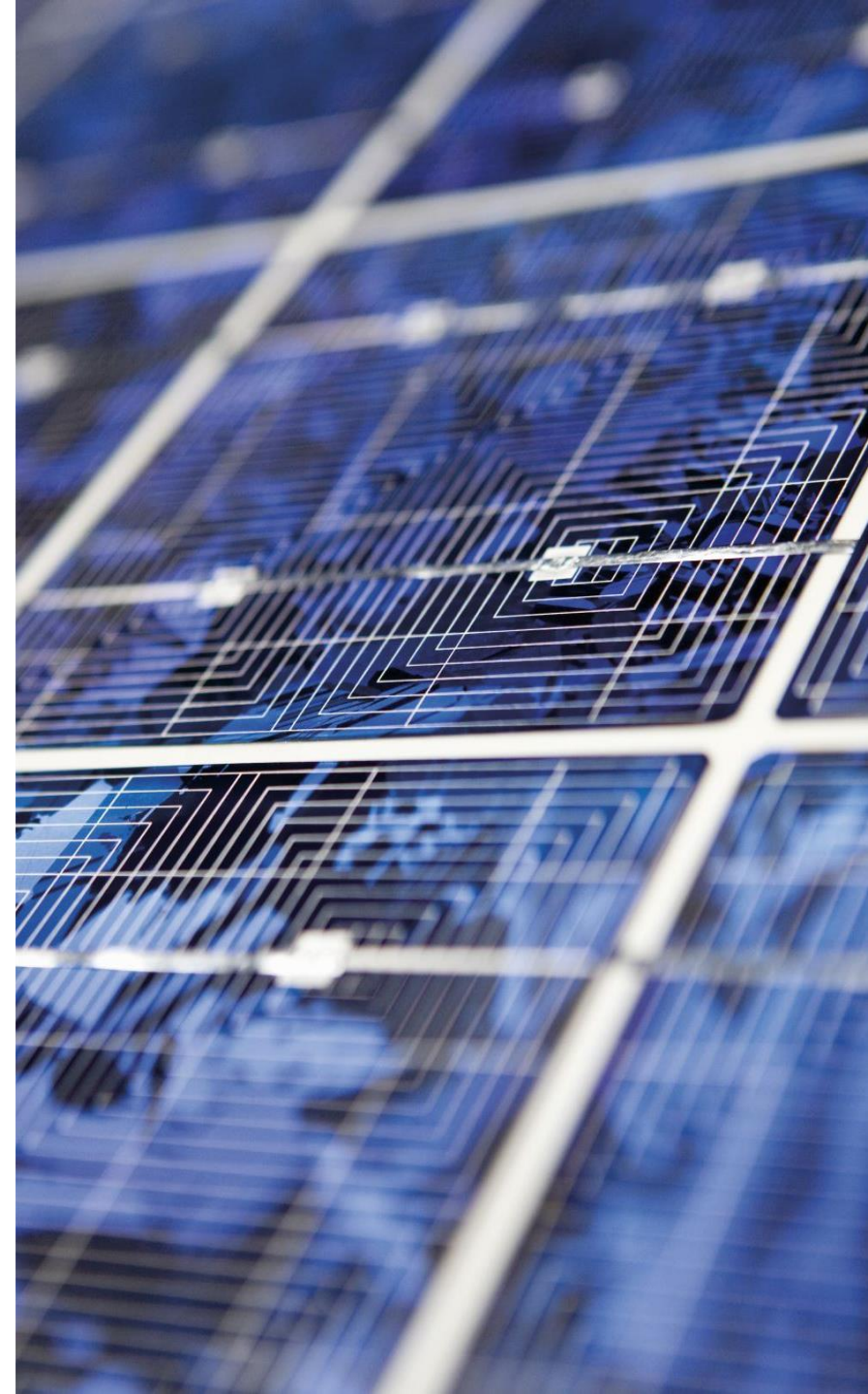
## Management

- Track usage and adoption of applications
- Track license usage
- Track occupancy, usage of conference rooms



## Employee Onboarding and Off-boarding

- Coordination with different groups (HR, IT, Facilities, Payroll, supervisor for privilege info, etc.)
- Process automation and status



# AI Use Cases for IT Management

## Migration

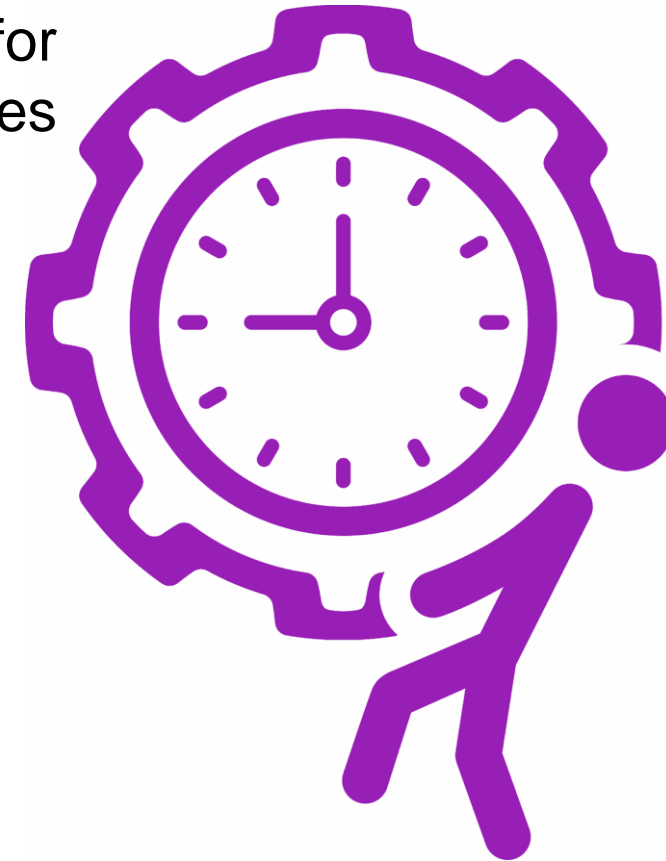
- Analyze existing PBX configuration, usage
- Provide inventory for users, services, numbers & devices
- Extract, review, clean, and trim existing configuration
- “Translation” from one platform to another
- Alerts on potential problem areas

## Multi-vendor Management

- Automate provisioning, configuration, and troubleshooting across multiple vendors
- Administration at a single point of control.

## Root Cause Detection

- Review log data to detect patterns for intermittent issues
- Proactive identification of problem area



# Where to Start?

## Ideal Use Cases

- Low conversational complexity
- Low technical complexity
- Low effort to build
- High business support and alignment
- Low current self-service availability
- High existing precedent for use

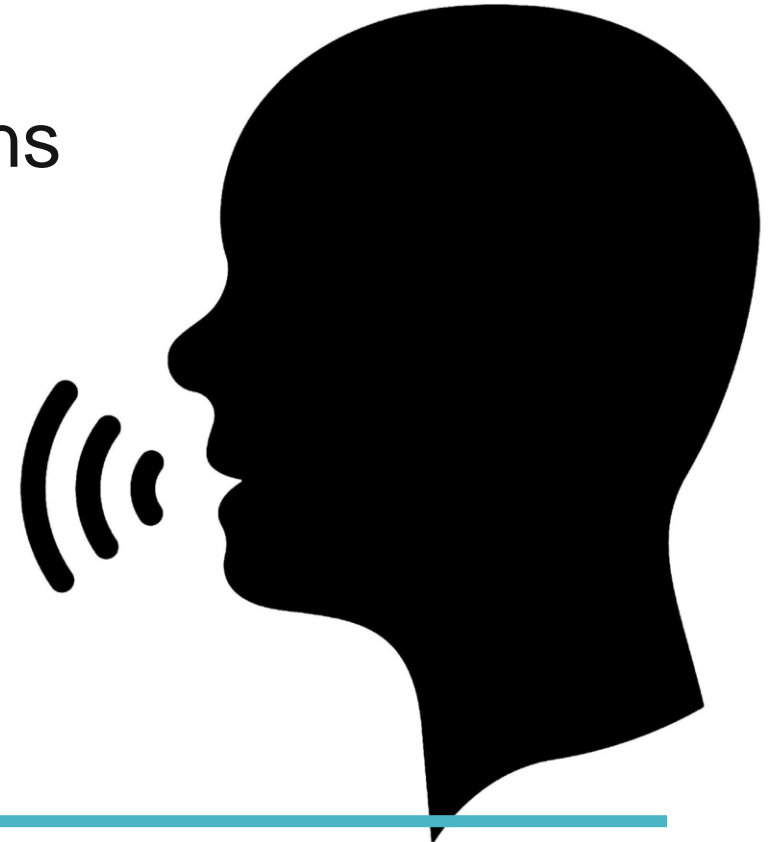


# Low conversational complexity

Typically a shorter interaction, not a lot of back and forth

Examples:

- Filling out forms or making menu selections
- Updating existing information
- Password resets
- Ticket status
- Migration automation



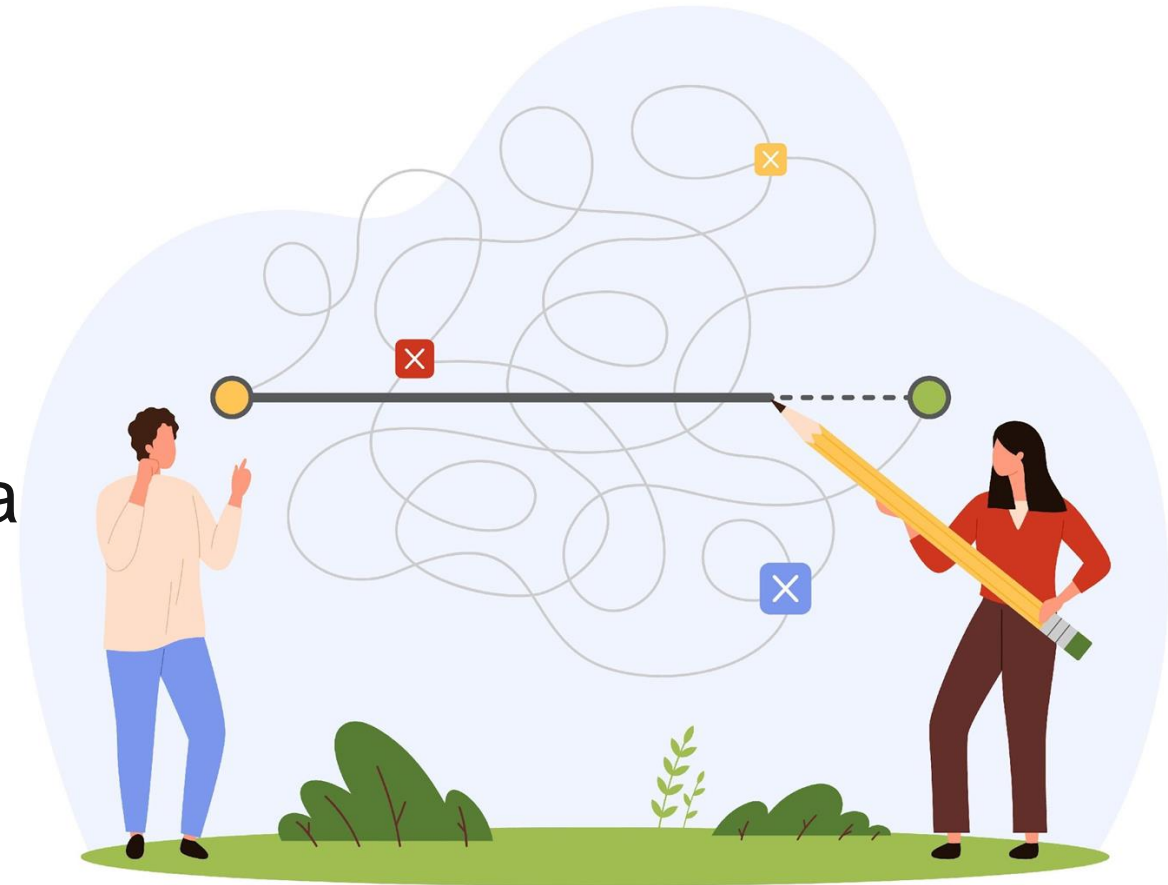


# Low technical complexity

Integrations already exist, or APIs already built, integrations  $\leq 1$

Examples:

- Migration automation
- Routing service requests to the correct team member
- Comparing and normalizing data
- Inventory tracking
- Tracking usage and adoption



# High business support and alignment

Support from key stakeholder, alignment with business goals



Examples:

- Automation of employee onboarding
- Improve security by creating baseline and detecting anomalies
- Save money by detecting unused licenses

# Low effort to build

Good existing process documentation, can be done with existing resources, short time frame to complete

Examples:

- Reporting (trends, resource utilization, license utilization, issue trending)
- Automation of employee onboarding
- Chat bot for form completion



# Low current self-service availability

Pent up demand for self-service, or already exists on another channel and is effective

Examples:

- Compliance monitoring for voice, chat, video, white board
- FAQ creation
- Workflow automation to handle routine request workload
- Knowledge base assist for problem resolution





# High existing precedent for use

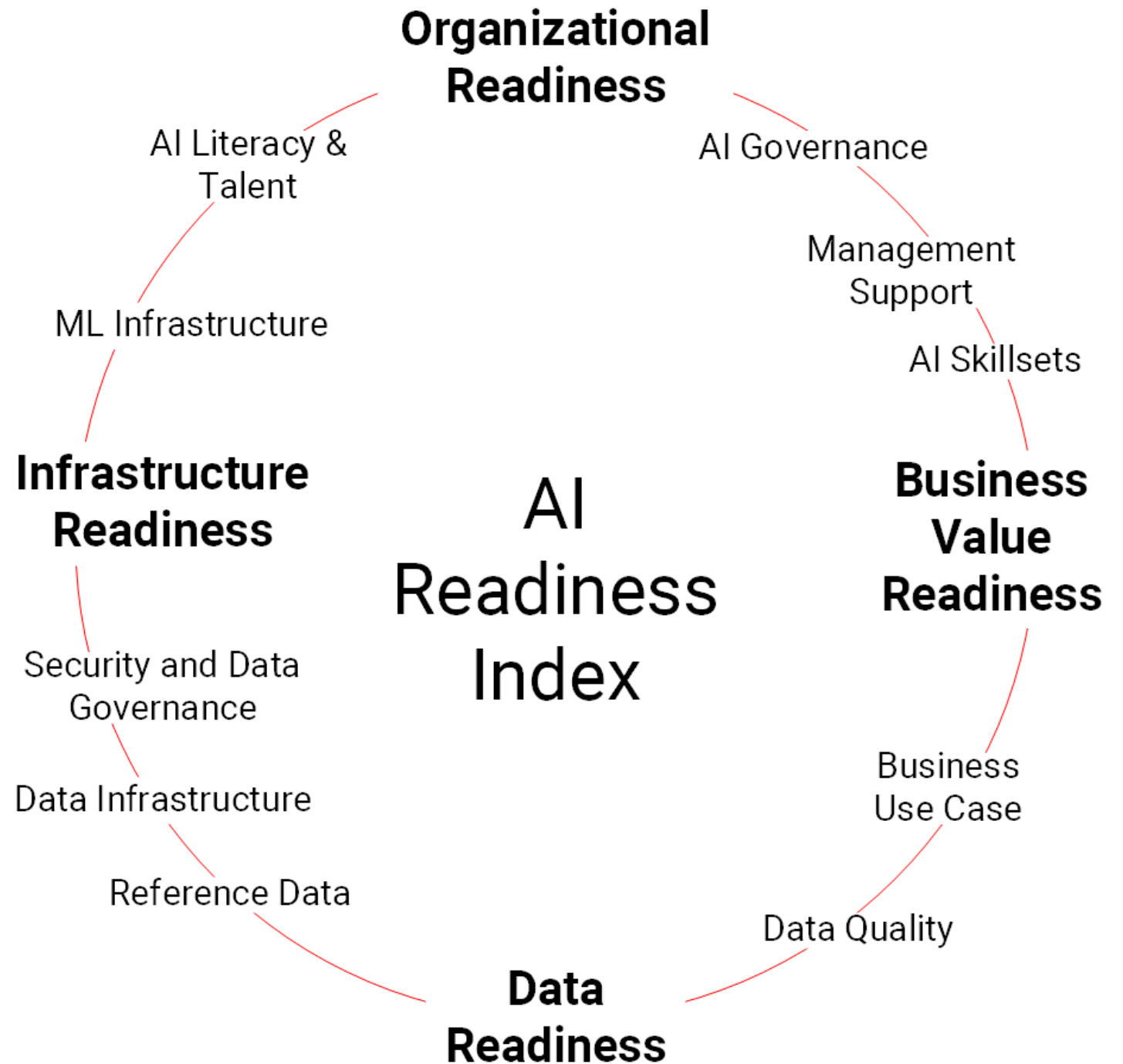
Has already been done successfully by others

Examples:

- Generate service tickets from emails
- Finding patterns in log data for root cause analysis
- Migration automation
- Multi-channel compliance and security



# What does it take for AI Readiness?



# Organizational Readiness



# Business Value Readiness

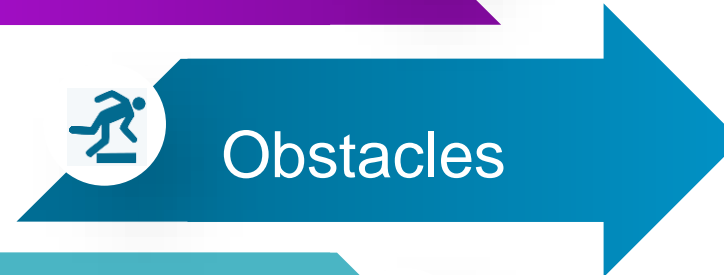
**Business Value Readiness**

**Business Use Case**

**Data Quality**

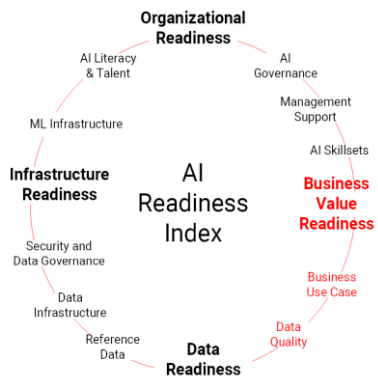
What are the primary goals of the organization?

Are there use cases for AI that provide tangible business value and support corporate goals?



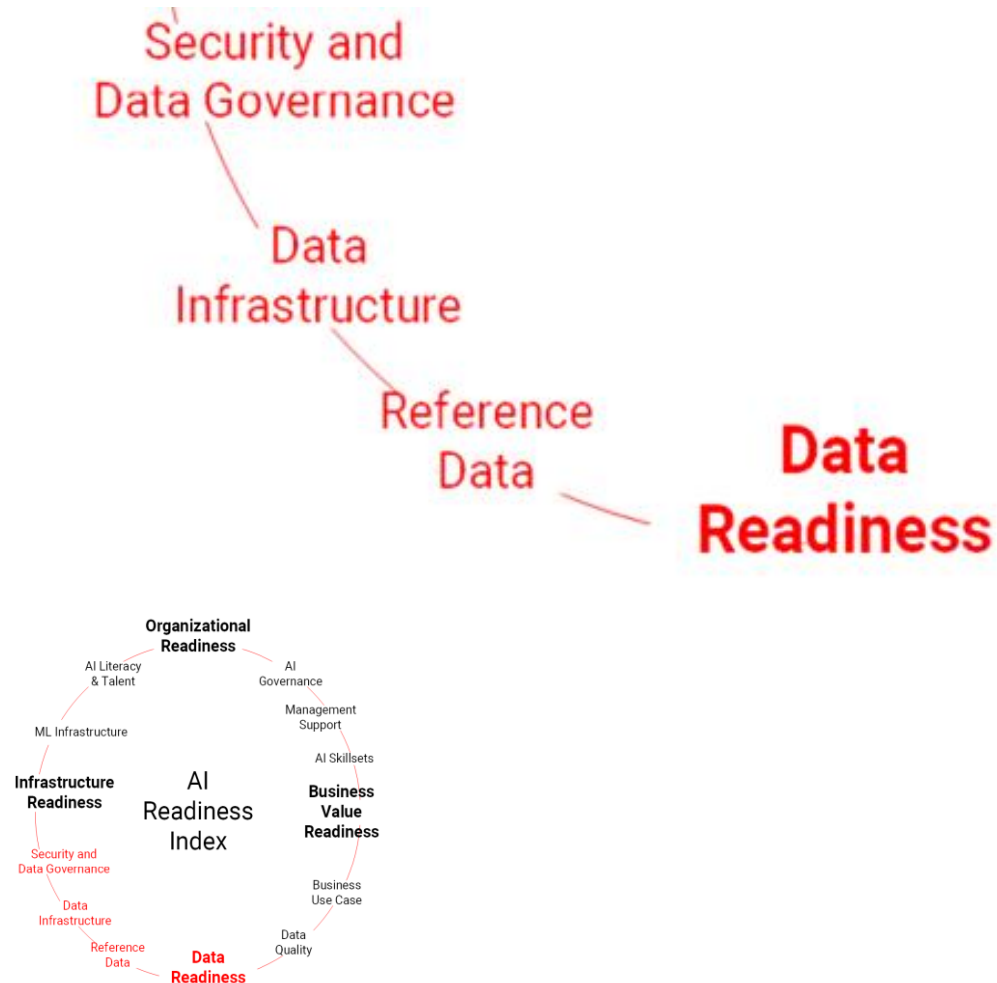
What are the obstacles in reaching those goals?

What data is needed to support the use case?





# Data Readiness



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Does the underlying data required for the use case exist?

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Is the data in one location or spread among multiple sources?

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Is the data normalized?

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What are the policies regarding data security and privacy?

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Are there limitations on how the data can be used?

# Infrastructure Readiness

Infrastructure  
Readiness

AI Literacy  
& Talent

ML Infrastructure



Location

Where will the AI application reside?



Existing

Is the infrastructure already in place?



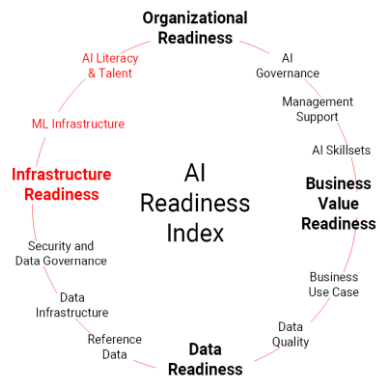
Support

Is there internal staff in place to support and manage it?



Proficiency

Do you have developers who are proficient in AI applications?

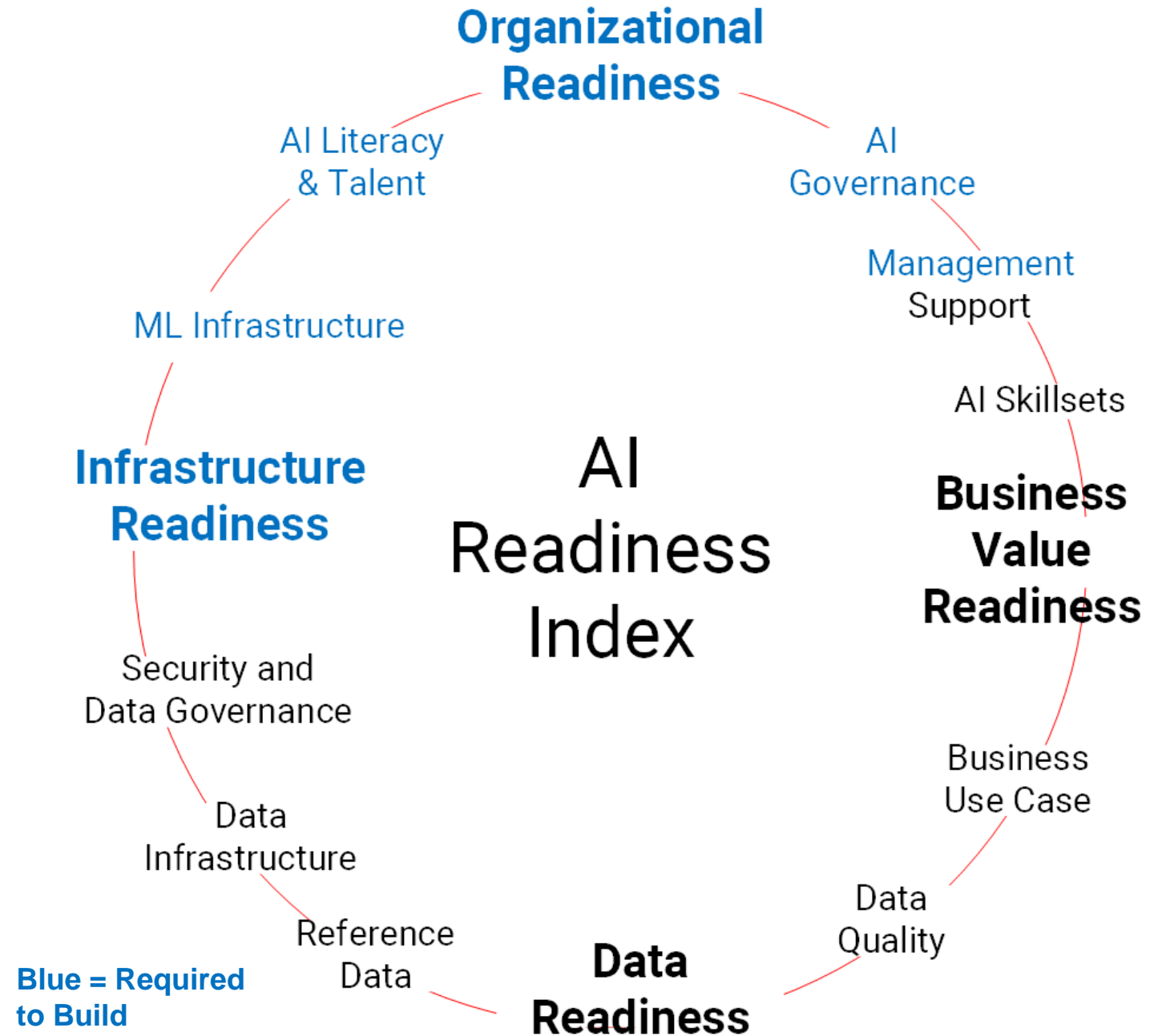




# AI Readiness Assessment



# Build Vs Buy



Purpose  
Built (buy)  
VS  
Customized  
(build)

	Buy	Build or Buy
Conversational Complexity	Low	High
Technical Complexity	High	Low
Business Support and Alignment	Low	High
Effort To Build	High	Low
Organizational Readiness	Low	High
Business Value Readiness	Low	High
Data Readiness	Required	Required
Infrastructure Readiness	Low	High





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