



# The Resolve Guide to Zero Ticket™ IT

FIVE FOUNDATIONS  
FOR INSTANT IMPACT

Discover how prebuilt core use cases  
deliver instant impact and lasting ROI

# Outline



## 1. Executive Summary 03

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- Solution Overview
- Scope of the Initiative
- Delivered Results
- Strategic Value

## 2. The Five Foundational Use Cases 05

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- Purpose and Results to Expect
- Password Resets & Account Unlocks
- Access Requests
- Software Installations & Licensing
- Email & Collaboration Tool Issues
- VPN Troubleshooting & Remediation

## 3. Exploring RITA Broader Capabilities 10

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- Conversational AI at Enterprise Scale
- Automated Resolution Across Domains
- Technician Assist: Human + Machine
- Continuous Optimization and Learning

## 4. Final Thoughts 12

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- Proven Outcomes and ROI
- Value Proposition of Zero Ticket IT
- Expansion Beyond the Five
- Next Steps & Contact Information



# Executive Summary

An abstract graphic featuring a complex network of glowing blue lines and nodes, resembling a molecular structure or a digital network, set against a dark background.

# Executive Summary

## What Leading Enterprises Achieve with RITA

**90%** Total Ticket Deflection

**40%** Lower ITSM Spend

**70%+** Improved MTTR

**60%+** FCR Increase

## Overview

RITA is Resolve's AI-powered service desk automation engine. It's purpose-built to eliminate repetitive IT requests, deflect tickets, and deliver instant resolutions that improve employee experience while reducing ITSM costs. Unlike static chatbots, RITA listens, understands intent, diagnoses issues, and takes action; resolving problems end-to-end without escalation.

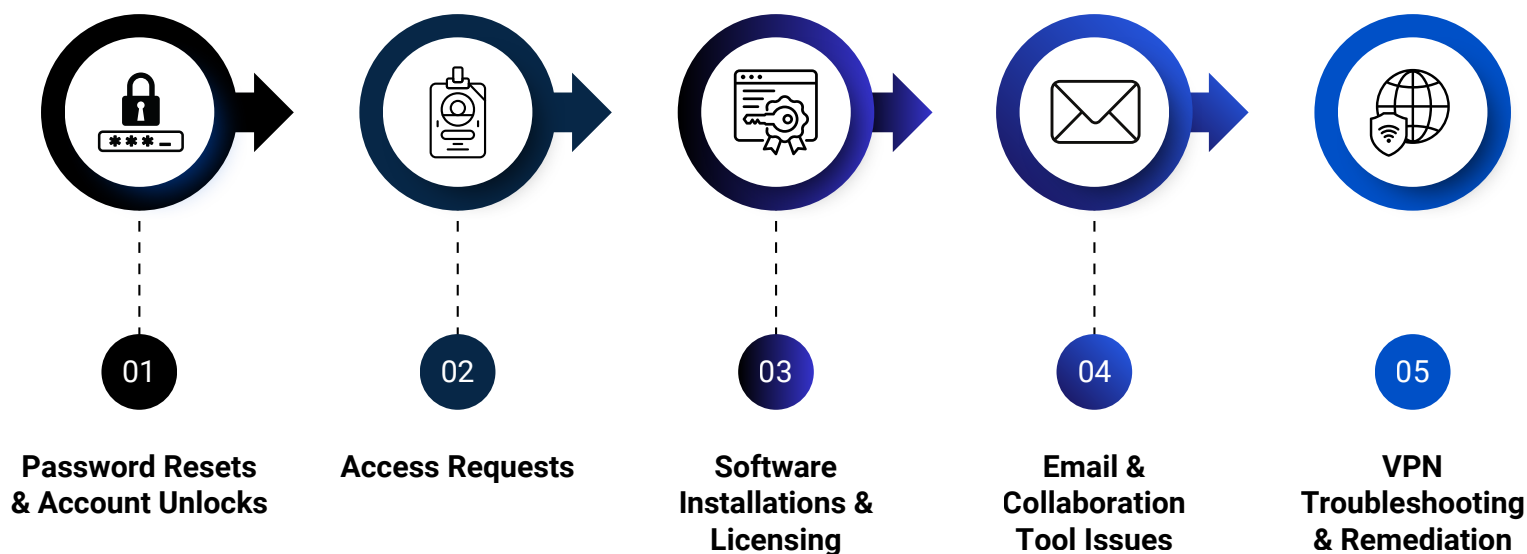
Out of the box, RITA automates the top five ticket drivers in enterprise environments. Eliminating repetitive requests, accelerating resolution, and reducing service desk cost from day one. Each workflow is pre-integrated, policy-aware, and production-ready; so IT teams can focus solely on innovation rather than incident queues.





# The Five Foundational Use Cases

# The Five Foundational Use Cases



## Why Do They Exist

The service desk was never designed for scale. Global enterprises see 60–80% of tickets tied to repeatable tasks that could be automated away.

The five foundational use cases directly target this high-volume, low-value category, allowing IT teams to break free from firefighting and reallocate resources toward transformation and innovation.

## What Do They Deliver

Fortune 500 enterprises, global banks, and technology leaders are beginning their Zero Ticket IT journey with RITA's foundational use cases. The reason is simple: these automations deliver instant impact and create a clear ROI trail.

By starting with the five, organizations not only achieve quick wins but also build momentum for expansion. Every deflected ticket provides data that identifies the next high-value workflow to automate, accelerating time to value and compounding returns across the IT ecosystem.

# 1 Password Resets & Account Unlocks

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Instantly resolve credential-related issues across enterprise systems without human intervention. RITA autonomously verifies identity, applies resets or unlocks, and restores access.

## 01

### **Immediate Access Recovery**

Restore locked accounts and forgotten passwords in minutes, not hours.

## 02

### **Ticket Deflection at Scale**

Eliminate one of the most common IT support requests with intelligent automation.

## 03

### **Stronger Identity Governance**

Ensure every reset follows policy-aligned, auditable protocols across systems.



#### **Unlock Microsoft 365 Accounts**

Migrating traditional IT systems to the cloud for enhanced flexibility and reduced infrastructure costs.



#### **Reset Workday or HR Portal Passwords**

Leveraging big data analytics to drive strategic business insights and improve operational efficiency.



#### **Restore Salesforce Access Post MFA**

Diagnose and resolve multi-factor authentication conflicts on the fly.



#### **Reset VPN Credentials After Password Change**

Synchronize VPN access post-password update without user intervention.

# 2 Access Request & Provisioning

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Streamlines provisioning for applications, data, and collaboration spaces with embedded policy enforcement and manager approvals. RITA handles the request, validation, and access change; closing the loop automatically.

## 01

### **Accelerated Onboarding**

Get users access to the tools and systems they need on day one.

## 02

### **Reduced Manual Provisioning**

Eliminate repetitive service desk tasks through policy-driven automation.

## 03

### **Audit-Ready Access Control**

Ensure approvals are tracked and permissions aligned with compliance standards.



#### **Grant Access to SharePoint Sites**

Provision internal portals based on department or manager approval.



#### **Enable Jira Access for New Project Teams**

Automatically assign permissions with pre-defined templates.



#### **Add Users to Slack or Teams Channels**

Streamline collaboration access across global teams with zero delays.



#### **Provision SAP Concur for Finance Users**

Route approvals and assign access securely for expense management tools.

## 3 Software Installations & Licensing

Automates fulfillment of software requests, from license validation to installation by integrating with existing endpoint management tools. RITA autonomously delivers software to the right users, at the right time.

### 01

#### **Faster Fulfillment**

Reduce software delivery time from days to minutes with zero manual steps.

### 02

#### **License Compliance at Scale**

Validate entitlements and ensure software deployment aligns with policy.

### 03

#### **Stronger Identity Governance**

Enable employees to access approved tools immediately, boosting productivity.



#### **Deploy Microsoft Visio via Intune**

Push licensed productivity apps directly to user devices.



#### **Install Adobe Acrobat Pro for PDF Editing**

Streamline provisioning of licensed software without ticket queues.



#### **Provision Zoom Clients with Custom Settings**

Deliver preconfigured video conferencing tools to ensure user readiness.



#### **Distribute AutoCAD to Engineering Teams**

Automate high-value software fulfillment for technical teams.

## 4 Email & Collaboration Tool Issues

Diagnoses and resolves access, sync, and configuration problems across platforms like Outlook, Gmail, Teams, and Slack. RITA applies real-time fixes to restore collaboration quickly.

### 01

#### **Communication Restored Instantly**

Remediate mailbox and sync issues across major platforms in real time.

### 02

#### **Fewer Escalations to L2/L3**

Automated diagnostics and fixes prevent unnecessary technician involvement.

### 03

#### **Higher Collaboration Uptime**

Keep users connected and productive across their digital workplace tools.



#### **Automate Outlook Mailbox Re-sync**

Restore email flow by fixing profile or credential conflicts.



#### **Re-add Users to Microsoft Teams Channels**

Correct access errors from accidental removals with no delay.



#### **Fix Gmail Send/Receive Errors**

Resolve delivery issues through diagnostics and automated resolution.



#### **Restore Slack Notifications and Connectivity**

Reset settings and restore functionality after user-side disruptions.

RITA diagnoses and resolves connectivity issues across VPN clients such as Cisco AnyConnect, Zscaler, GlobalProtect, and FortiClient. Common issues are remediated instantly with automated configuration changes.

**01****Fully Restore Remote Access**

Restore locked accounts and forgotten passwords in minutes, not hours.

**02****Improved Workforce Productivity**

Eliminate one of the most common IT support requests with intelligent automation.

**03****Standardized, Repeatable Fixes**

Ensure every reset follows policy-aligned, auditable protocols across systems.

**Fix Cisco AnyConnect Drops on Windows 11**

Identify network stack issues and reapply VPN settings automatically.

**Reset GlobalProtect VPN Profiles**

Resolve login failures with secure, automated profile refreshes.

**Deploy Zscaler Configurations Remotely**

Push updated VPN policies across endpoints to improve stability.

**Enable Split Tunneling in FortiClient VPN**

Apply performance-enhancing settings automatically for remote users.

## Expansion Beyond the Five

The five foundational use cases eliminate IT's biggest bottlenecks and deliver instant impact. From there, RITA scales relentlessly, uncovering new automation opportunities, accelerating time-to-value, and driving exponential ROI across the enterprise.

**Cross-Department Workflows**

- Onboarding/offboarding
- Multi-system provisioning (HR, Finance, Facilities, IT)
- Access + compliance requests that span multiple domains

**Custom Automation**

- Extend workflows with Resolve's Automation Exchange (5,000+ pre-built actions, 500+ integrations)
- No-code/low-code builder + AI-powered design with Jarvis

**Continuous Optimization**

- RITA learns from ticket history + live interactions
- Recommends "next best" workflows to automate
- Ensures automation strategy evolves with the business





# Exploring RITA: *Broader Capabilities*

# More Than A Virtual Agent

*Exploring RITAs  
broader capabilities*



*RITA takes global IT teams beyond the limits of chatbots, delivering real resolutions through deep integrations, intelligent automation, and adaptive learning. Empowering enterprises to eliminate repetitive tickets, accelerate resolution, and continuously scale automation into a true Zero Ticket IT model.*

## Conversational AI at Enterprise Scale

- Supports 100+ languages with real-time detection and seamless switching mid-conversation
- Disambiguates intent (“Do you need new Salesforce access, or are you locked out?”)
- Delivers context-aware guidance, reducing friction for end users

## Automated Resolution Across Domains

- Executes end-to-end workflows for tickets, incidents, and requests
- Orchestrates across ITSM systems (ServiceNow, Jira, BMC, Zendesk), identity platforms, endpoint managers, and collaboration tools
- Closes every loop with policy compliance and detailed logging

## Technician Assist: Human + Machine

- Auto-populates tickets with device telemetry, history, and diagnostic results
- Suggests next-best actions based on resolution history and machine learning
- Provides one-click runbooks to accelerate manual escalations

## Continuous Optimization and Learning

- Learns from every resolved interaction to identify the next workflows to automate
- Surfaces granular analytics on resolution rates, sentiment, and emerging ticket trends
- Evolves automation coverage over time, compounding ROI





# Final Thoughts & Next Steps

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## Summary of the Zero Ticket IT Journey

RITA gives enterprises a fast, proven path to Zero Ticket IT. Starting with the five foundational use cases, organizations see instant ROI through ticket deflection, faster resolution, and improved employee experience. From there, RITA scales across ITSM, infrastructure, and cross-department processes to maximize efficiency, reduce costs, and strengthen resilience.

Up to 50% fewer  
tickets in the first 6  
months


70% faster MTTR  
across service desk  
and infrastructure  
issues


40% reduction in ITSM  
spend by eliminating  
unnecessary licenses  
and manual workload

60%+ improvement in  
first-contact resolution

## The Value RITA Delivers To You

RITA transforms IT operations by eliminating bottlenecks, accelerating resolution, and enabling teams to focus on innovation instead of repetitive requests.

 **Immediate Impact**  
with thousands of prebuilt workflows  
that deflect the top ticket drivers


 **Operational Agility**  
through next-gen AI driven  
automation and orchestration


 **Scalable Growth**  
as RITA continuously learns and  
expands automation coverage


## Next Steps & Contact Information

Resolve is ready to accelerate  
your journey to Zero Ticket IT.

The next steps put instant  
impact within reach.

 **Schedule a Demo**  
See RITA in action with real use cases,  
delivering real world results

 **Value Assessment**  
Identify top automation opportunities  
in your environment

 **Pilot & Expansion**  
Start with the five foundational use cases,  
then scale automation across domains

To schedule your Zero Ticket IT demo, please [click here](#)

For further information or to get started, please contact: [sales@resolve.io](mailto:sales@resolve.io)

We look forward to partnering with you on the journey to Zero Ticket IT.





[www.resolve.io](http://www.resolve.io)  
[sales@resolve.io](mailto:sales@resolve.io)