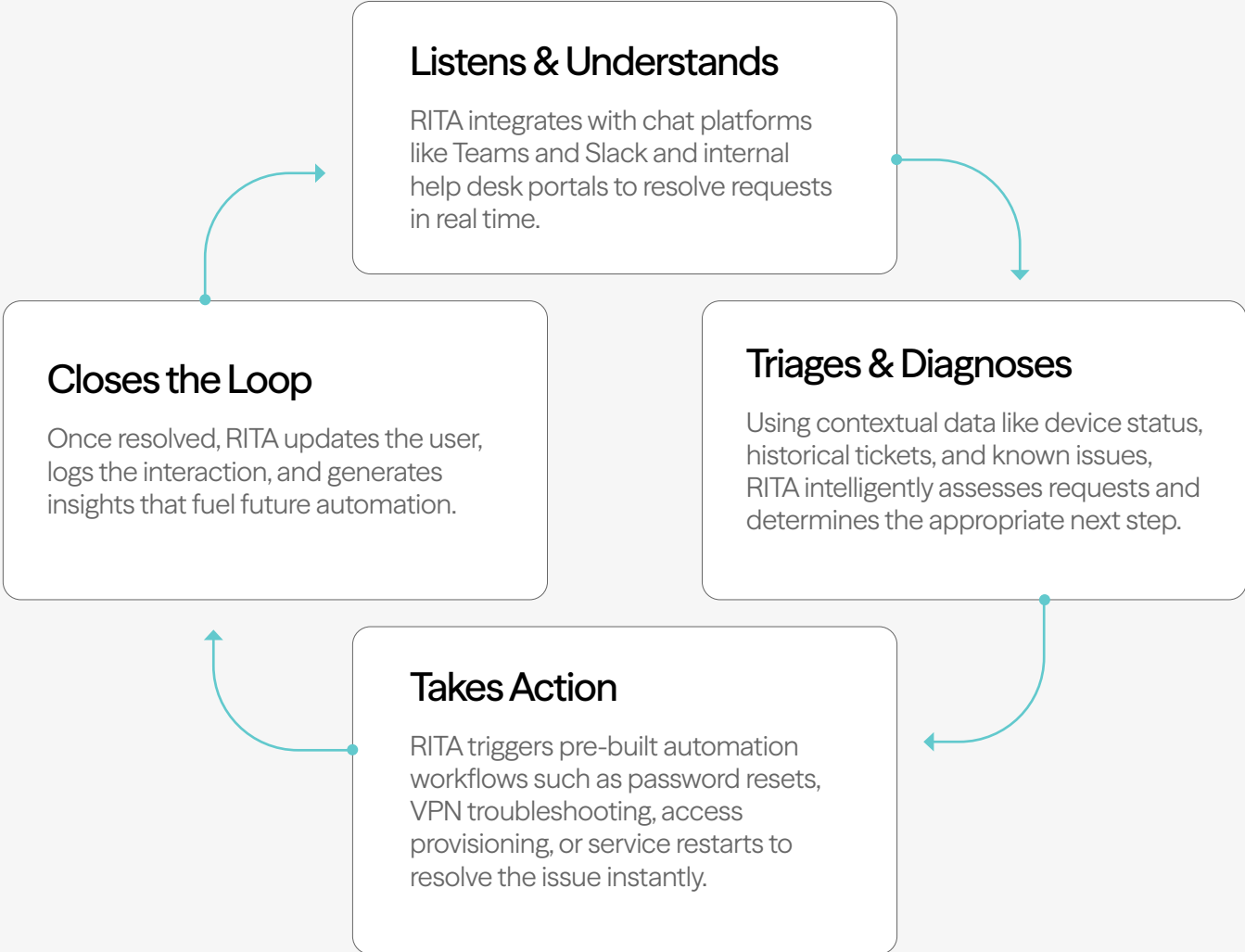# RITA: Agentic IT Assistant for the Modern Service Desk

Reduce Ticket Volume By 50% In 6 Months While Increasing Employee Satisfaction

RITA (Resolve IT Agent) is Resolve's AI-powered virtual agent that deflects, triages, and resolves IT issues before they become tickets—allowing service desk teams to focus on strategic work while employees get instant resolutions.

How It Works

RITA operates at the intersection of self-service, automation, and AI

Listens & Understands

RITA integrates with chat platforms like Teams and Slack and internal help desk portals to resolve requests in real time.

Closes the Loop

Once resolved, RITA updates the user, logs the interaction, and generates insights that fuel future automation.

Triages & Diagnoses

Using contextual data like device status, historical tickets, and known issues, RITA intelligently assesses requests and determines the appropriate next step.

Takes Action

RITA triggers pre-built automation workflows such as password resets, VPN troubleshooting, access provisioning, or service restarts to resolve the issue instantly.

The 5 Foundational Automation Workflows

RITA comes with 5 pre-built workflows out of the box to help you accelerate your journey to Zero Ticket IT.

1 Password Resets & Account Unlocks

2 Access Requests

3 Software Installations & Licensing

4 Email & Collaboration Tool Issues

5 VPN Troubleshooting & Remediation

Technician Assist

When escalation is needed, Resolve serves next-best actions, auto-populated diagnostics, and one-click runbooks for technicians. Every conversation feeds our automation recommendation engine, identifying the next best workflows to automate.

Benefits

Reduce ITSM Spend By Up To 40%

By deflecting tickets and offloading processes to RITA, organizations can reduce multiple categories of ITSM licensing and consumption costs, including:

- **Fulfiller & Approver License Elimination:** By shifting L1 ticket triage and resolution to RITA, organizations can significantly reduce the number of fulfiller and approver licenses required for service desk agents.

- **Approver & Orchestrator Token Savings:** Orchestrated workflows within Resolve reduce or eliminate reliance on orchestrator tokens, which are typically metered and billed by execution volume.

- **AI/LLM Token Avoidance:** ITSM vendors charge for both input and output token consumption, meaning costs increase with usage. Resolve's platform has no token-based AI pricing, avoiding these scaling penalties entirely.

Boost Employee Satisfaction & Productivity

Streamline employee support by providing help exactly when and where it's needed.

- **Instant Resolution of Routine Requests:** RITA automates common service requests like password resets, access provisioning, and VPN troubleshooting—no ticket creation required.

- **Proactive, Context-Aware Guidance:** RITA can proactively suggest fixes or next steps based on user behavior, device status, or known issues—minimizing disruption and enabling employees to stay focused and productive throughout the day.

- **Interact on Preferred Platforms:** Employees can chat with RITA to resolve issues on their preferred platforms, including Slack, Teams or a helpdesk portal.

Meet Your KPIs With Self-Service & Automated Resolution

RITA intelligently handles routine requests end to end without escalation, significantly increasing first contact resolution rates and reducing follow-ups.

- **Reduce MTTR by up to 70%:** Whether it's resolving issues, fulfilling access requests, or restarting services, RITA automates diagnosis, resolution, and follow-up without human intervention—slashing mean time to resolution (MTTR) and minimizing service disruptions.

- **Improve FCR Rates by up to 60%:** Resolve common service requests directly via chat and automation to improve first call resolution (FCR) rates and generate new automation recommendations from resolved interactions to drive future self-resolution.

- **Raise DEX Scores:** RITA's instant support and fewer hand-offs raise digital employee experience (DEX) scores across the business.

The Zero Ticket Journey with Resolve

PHASE 1

The Human Front Door

- Deflection of service requests
- Automation workflows for 5 highest volume requests
- Helpdesk Technician Assist

PHASE 2

The Machine Back Door

- Deflection of alert and alarm noise with AIOps
- Automation workflows for 5 highest volume issues
- Ops Technician Assist

PHASE 3

Studio: A whole new way of working tickets

Collaborate directly with AI agents to triage and resolve incidents and requests in real time, capturing the exact triggers, inputs, and resolution steps so that every solved issue builds the intelligence needed to prevent the next one

Start Your Journey to Zero Ticket IT

See how RITA can deflect your ticket volume, reduce ITSM spend, and elevate your service desk with intelligent, agentic automation.

Schedule a Demo

RESOLVE

resolve.io