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EINPresswire.com/ -- Resolve.ai, a leader among GenAI enabled employee support products, today announced its recognition as a Sample Vendor in the 2024 Gartner Hype Cycle for IT Service Management (ITSM), specifically in the Virtual Support Agent category. Resolve.ai is one of only six vendors identified in this review.



Gartner Hype Cycles provide a graphic representation of the maturity and adoption of technologies and applications, and how they are potentially relevant to solving real business problems and exploiting new opportunities. We believe that this recognition underscores Resolve.ai's position in the rapidly evolving field of ITSM and its transformative role in the ITSM landscape, particularly in virtual support agents.

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*Saurabh Kumar, CEO of
Resolve.ai*

“We believe our acknowledgment in the Gartner Hype Cycle for IT Service Management, specifically in the Virtual Support Agent category, reflects our commitment to innovation in GenAI-powered support solutions,” said Saurabh Kumar, CEO of Resolve.ai. “Our team has worked tirelessly to develop technology that transforms the way organizations provide support, both through virtual agents and modern ITSM capabilities, and we're proud to see this

effort recognized.”

Manish Sharma, CRO of Rezolve.ai, added, "In our view, this recognition comes at a time when businesses are increasingly looking for efficient, GenAI-driven support solutions within their ITSM frameworks. We're proud to be recognized in this category, helping organizations improve both their support capabilities and ITSM processes to enhance customer satisfaction."

Udaya Reddy, CTO of Rezolve.ai, commented on the technical aspects: "Our focus has always been on developing cutting-edge AI technology that can truly understand and address user needs within the ITSM context. We believe this recognition validates our approach and motivates us to continue pushing the boundaries of what's possible in virtual support and IT service management. Because of our specialization in the ITSM space, Rezolve.ai is uniquely positioned to deliver innovative and advanced use cases."

Modern ITSM from Rezolve.ai

Rezolve.ai's GenAI-powered virtual support agent technology is at the core of its modern [ITSM platform](#), which integrates seamlessly with Microsoft Teams. The platform leverages advanced Agentic AI to deliver accurate enterprise knowledge, advanced troubleshooting and triaging, and automation through low-code/no-code solutions. Additionally, Rezolve.ai offers a modern service catalog, problem management, and easy case management, all designed to streamline IT operations and improve user experiences.

Organizations using Rezolve.ai's ITSM solution can expect to deflect 25-35% of tickets within the first 3-6 months of going live, providing 24/7 support that enhances both IT efficiency and employee satisfaction.

Rezolve.ai continues to invest in research and development to enhance its AI capabilities and expand its offerings, ensuring that its clients are equipped with the most advanced tools to meet the demands of modern IT support and service management.

For more information about Rezolve.ai and its virtual agent and ITSM solutions, visit www.rezolve.ai.

Gartner, Hype Cycle for ITSM, 2024, By Siddharth Shetty, Chris Laske, 17 June 2024.

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About Rezolve.ai

Rezolve.ai is a leading [GenAI-enabled ITSM](#) solution designed to empower IT support teams through advanced automation and AI-driven insights. Integrated with both Microsoft Teams and Slack, Rezolve.ai offers a comprehensive suite of tools that enhance efficiency, reduce ticket volumes by 25-35% and deliver exceptional employee experience. Not just another ITSM solution, Rezolve.ai is the GenAI Sidekick for your IT support heroes, transforming IT support and leading the future of ITSM by leaving legacy solutions behind.

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