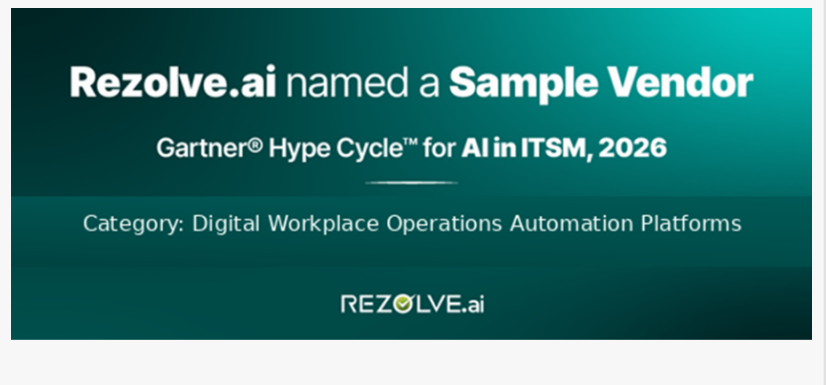


Resolve.ai named a Sample Vendor in the Gartner® Hype Cycle™ for AI in ITSM, 2026

We believe that recognition in the Digital Workplace Operations Automation Platforms category reflects growing momentum for agentic AI in ITSM

DUBLIN, CA, UNITED STATES, June 30, 2026 /EINPresswire.com/ -- Resolve.ai today announced it has been named a Sample Vendor in the Gartner Hype Cycle for [AI in ITSM](#), 2026, in the Digital Workplace Operations Automation Platforms category.



Digital workplace operations automation is an emerging approach to coordinating and automating day-to-day operational tasks across the systems that support employees, from service management to endpoint, identity, and digital employee experience. Resolve.ai applies [agentic AI](#) to this work, helping IT teams orchestrate and automate complex, cross-system workflows.

“

What buyers are really asking for is operational outcomes, fewer manual touches, faster resolution, and work that moves without handoffs”

Manish Sharma, Chief Revenue Officer of Resolve.ai.

"Service management is moving from systems of record to systems of intelligence, and the teams we work with want agentic AI that takes action across their tools, not another point feature," said Saurabh Kumar, CEO of Resolve.ai. "We see this recognition as a marker of how quickly the category is maturing, and it reinforces where we are

focused."

"What buyers are really asking for is operational outcomes, fewer manual touches, faster resolution, and work that moves without handoffs," said Manish Sharma, Chief Revenue Officer of Resolve.ai. "Organizations typically evaluate this over a 90 to 180 day cycle, and they want proof of value before they commit. Recognition in an emerging category helps frame that conversation, and the outcomes are what earn the decision."

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Shetty, 2 June 2026.

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About Resolve.ai

Resolve.ai is an agentic AI ITSM solution that spans the full [IT service management](#) lifecycle, from request capture and case handling to knowledge, workflows and automations, and agentic action. It helps IT teams resolve common requests autonomously, orchestrate work across their existing systems, and build complex automations conversationally, deflecting up to 85 percent of repetitive tickets. Resolve.ai is operated by Actionable Science Inc. Learn more at <https://www.resolve.ai/>

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