

Resolve.ai Ranked Highest in Two Use Cases in the Gartner® Critical Capabilities for AI Applications in ITSM

DUBLIN, CA, UNITED STATES, August 26, 2026 /EINPresswire.com/ -- Resolve.ai, the [agentic AI service desk](#) for IT, HR, and Finance, today announced that it has been ranked highest in two use cases in the 2026 Gartner Critical Capabilities for AI Applications in IT Service Management: the AI for End-User Self-Service Use Case, with a score of 3.39 out of 5, and the AI for IT Agents Use Case, with a score of 3.14 out of 5.

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We believe ranking highest in both AI for End-User Self-Service and AI for IT Agents reflects the strength of our whole-desk approach.”

*Saurabh Kumar, CEO,
Resolve.ai*

“Most AI for service management picks a side — the employee-facing front door, or the team behind it,” said Saurabh Kumar, CEO of Resolve.ai. “We built for both, because resolution is one system: issues resolved before they ever become tickets, and the work around the remaining tickets removed for the agents who handle them. We believe being ranked highest in both use cases reflects that whole-desk approach, held together by

governance that is approval-gated, audited and explainable.”

On the employee side, [Sidekick](#) provides conversational AI in Microsoft Teams, Slack, email and voice, answering with grounded, cited responses and executing requests such as password resets, access and software provisioning, while VoicelQ extends the same resolution to the phone channel. On the team side, Agent Assist delivers AI triage, ticket summaries, similar-ticket search and drafted replies in the agent workspace; DeskIQ clusters ticket history into ranked automation opportunities with projected impact; and Agent Studio lets teams build governed agents in plain language, with MCP tool integrations and a marketplace of 50 ready-made agents.

“The same architecture serves both sides of the desk,” said Udaya Reddy, CTO of Resolve.ai. “Eight specialized agents reason over one shared conversation for employees, and the same grounded retrieval and governed execution power Agent Assist in the workspace. Because everything runs on one AI-first system of record — incident to change to joiner-mover-leaver, assets and CMDB — context flows from the first employee message to the final agent action, audited and explainable at every step.”

“Buyers no longer want to stitch together a chatbot for employees and a separate copilot for agents,” said Manish Sharma, CRO of Rezolve.ai. “They ask for one platform that resolves on the front end and gives the team hours back on the back end, across IT, HR and Finance. We believe these rankings will be a useful data point for leaders consolidating their AI service strategy.”

Across the Rezolve.ai customer base, approximately 70% of requests are resolved before they become tickets. Customers include JLL, which runs Ask Ethics on Rezolve.ai for roughly 100,000 employees across more than 80 countries; TotalEnergies Denmark, whose first-ever HR chatbot answers employees in about 30 seconds, 24/7; Black Angus Steakhouse, which reduced after-hours IT dependency from 90% to 10%; and MyEyeDr, which resolves issues in about 10 minutes with roughly 30% of issues never becoming a ticket.

To learn more or see the platform in action, visit <https://www.rezolve.ai/demo>.

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Gartner, Critical Capabilities for AI Applications in IT Service Management, Siddharth Shetty, Chris Matchett, Luis Fernandez, 17 August 2026.

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About Rezolve.ai

Rezolve.ai is the agentic AI service desk for IT, HR, and Finance — autonomous, governed, glass-box. The platform resolves employee issues before they become tickets, assists agents, automates repetitive work, identifies what to automate next, and runs on a true ITSM system of record, either standalone or augmenting an existing ticketing system. Rezolve.ai is rated 4.8/5 on G2 and is SOC 2 Type II and ISO 27001 certified, GDPR compliant, and HIPAA-ready. Learn more at <https://www.rezolve.ai>.

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