

Resolve.ai Ranked Highest in AI for End-User Self-Service — 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 the AI for End-User Self-Service Use Case in the 2026 Gartner Critical Capabilities for AI Applications in IT Service Management, with a score of 3.39 out of 5. Resolve.ai was also ranked highest in the AI for IT Agents Use Case, with a score of 3.14 out of 5.

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*Saurabh Kumar, CEO of
Resolve.ai.*

“We believe this ranking reflects the principle the platform is built on: self-service has to resolve, not redirect,” said Saurabh Kumar, CEO of Resolve.ai. “Employees adopt AI support when their issue is actually fixed at the end of the conversation. Our focus has been pairing that autonomy with governance — every action approval-gated where customers want it, audited, and explainable — so IT leaders can expand what the AI handles on its own without

giving up control.”

Resolve.ai’s employee experience centers on [Sidekick](#), a conversational AI available in Microsoft Teams, Slack, email and voice that answers with grounded, cited responses and executes requests such as password resets, access and software provisioning. VoicelQ extends the same resolution to the phone channel. Behind the conversation, eight specialized AI agents reason over one shared context, and the platform runs on an AI-first ITSM system of record that can operate standalone or augment an organization’s existing ticketing system.

“Sidekick is not one model answering questions — it is eight specialized agents reasoning over a single shared conversation, with every answer grounded in the customer’s own knowledge and cited to its source,” said Udaya Reddy, CTO of Resolve.ai. “Just as important is what happens after the answer: actions execute inside a glass-box architecture, approval-gated where customers want it, with a full audit trail. We believe that is what it takes to run autonomous support in the enterprise.”

“Employees judge support by one thing: whether the issue actually got resolved,” said Manish Sharma, CRO of Resolve.ai. “That is the outcome IT, HR and Finance leaders ask us to prove in

every evaluation, and it is the standard we hold the product to across chat, email, portal and voice. We believe this ranking gives service leaders a useful reference point as they assess the market.”

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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