

ChangeGear 8's Advanced Feature Packs expand upon the proven capabilities of ChangeGear Service Desk, enabling your organization to take full advantage of IT service management (ITSM) best practices. These flexible features and functions are bundled together allowing you to provide advanced Intelligence, Change, and Enterprise features to your team.

<b>Luma (Formerly Willow) Feature Pack (Optional in Service Manager)</b>	
<b>AI and Machine Learning</b>	<p><b>Our Machine Learning Engine has been enhanced to:</b></p> <ul style="list-style-type: none"> <li>Take advantage of historical service management data to make intelligent predictions</li> <li>Leverage big data and machine learning processing engine</li> <li>Analyze all your historical ticket data, knowledge, and user interactions</li> <li>Proactively serve up real-time predictive analysis and recommendations</li> </ul>
<b>Field Recommender</b>	<p><b>Speed up ticket completion by:</b></p> <ul style="list-style-type: none"> <li>Providing staff with real-time ticket completion guidance based on historical analysis</li> <li>Suggesting data values for fields like incident type, impact, urgency, and more that will display on-the-fly as the ticket is filled out</li> <li>Leveraging intelligent suggestion with a corresponding confidence level to ensure the most accurate and relevant information is added</li> </ul>
<b>Smart Responder</b>	<p><b>Provide users with smart self-service:</b></p> <ul style="list-style-type: none"> <li>Improve engagement with real-time responses to incident or service requests</li> <li>Requesters will automatically receive relevant, smart responses with suggested solutions from the Knowledge Base</li> <li>Provide the requester with as much information as possible to resolve the issue themselves</li> <li>Provide the estimated resolution time based on previous, similar requests, should the requester be unable to resolve the issue with the recommended solution(s)</li> </ul>
<b>Image Recognition</b>	<p><b>Leverage our Image Recognition software to:</b></p> <ul style="list-style-type: none"> <li>Use AI and Machine Learning to accurately suggest solutions</li> <li>Match submitted images to previous issue visuals</li> <li>Empower staff members to find answers and respond quickly, resolving issues more smoothly and a reduced time to resolution</li> </ul>

<b>Advanced Luma Feature Pack (Optional in Service Manager)</b>	
<p>The Advanced Luma Feature Pack includes all of the functions of the Standard Feature Pack, but with a few powerful additions to further enhance your organization's IT service management.</p>	
<b>Suggestion Center</b>	<p><b>Harness the power of intelligent suggestions to:</b></p> <ul style="list-style-type: none"> <li>Provide real-time suggested solutions</li> <li>Constantly refresh through updates to Knowledge Base and working tickets</li> <li>Leverage historical data to identify valid most likely resolutions</li> <li>Use confidence rating calculations, promoting the best and most useful responses</li> </ul>
<b>Smart Voice</b>	<p><b>Reduce your Mean Time To Resolve (MTTR) through:</b></p> <ul style="list-style-type: none"> <li>Automated ticket creation via voicemail transcription (speech to text)</li> <li>Scoring of caller's sentiment to assist with priority assignment/escalation</li> <li>Message content display, allowing for quicker evaluation, assignment, and resolution</li> </ul>
<b>Smart View</b>	<p><b>Review detailed information on all tickets like:</b></p> <ul style="list-style-type: none"> <li>Data related to end user sentiment</li> <li>Recommendations and suggestions for similar tickets</li> <li>Accurately estimated resolution times, based on historic data</li> </ul>
<b>IntellAssign</b>	<p><b>Take the guesswork out of ticket routing by:</b></p> <ul style="list-style-type: none"> <li>Intelligently assigning tickets to team members</li> <li>Monitoring availability (Outlook calendar integration) and workload to balance ticket assignment</li> <li>Leveraging machine learning technology to evaluate tech performance on similar tickets</li> </ul>
<b>Smart Dashboard</b>	<p><b>Utilize your personalized dashboard to:</b></p> <ul style="list-style-type: none"> <li>Create widget driven dashboards for IT all levels within the organization</li> <li>Access critical metrics and KPIs in real-time.</li> <li>Keep staff members informed on vital aspects of your service management activities</li> </ul>

Advanced Change Pack (Optional for Service Desk, Service Manager, and Change Manager)	
Multi-Modal Change Processes*	<p><b>Easily define and automate process automations to:</b></p> <ul style="list-style-type: none"> <li>• Better align with your organizational change policies</li> <li>• Support ITIL, DevOps, and custom business processes</li> </ul>
CAB Meeting Management	<p><b>Use our CAB Meeting Management tool to:</b></p> <ul style="list-style-type: none"> <li>• Improve collaboration between team members</li> <li>• Cultivate open lines of communication and interactions across departments</li> </ul>
Future Scheduled Changes	<p><b>Monitor upcoming change implementations with:</b></p> <ul style="list-style-type: none"> <li>• Displays sorted by due dates, planned start dates, and end dates</li> <li>• Additional organizational categories, including location, priority, urgency, and impact</li> </ul>
Change Log Tracking	<p><b>Keep your records up to date with:</b></p> <ul style="list-style-type: none"> <li>• Real-time tracking of changes made to source code, artifacts, and operational files</li> <li>• Accurate, pertinent data logged by ChangeGear's Rest API</li> </ul>
Pre-Authorizations	<p><b>Streamline change request processing through:</b></p> <ul style="list-style-type: none"> <li>• Leveraging defined approval criteria to keep up with fast-paced environments.</li> <li>• Enabling Pre-Authorization automation that speeds up change requests without impacting or slowing down business resources</li> <li>• Allowing authorized users to approve emergency changes based on their user defined credentials</li> </ul>
Change KPIs and Reports	<p><b>Access valuable insights with:</b></p> <ul style="list-style-type: none"> <li>• Persona-based dashboards that clearly lay our various metrics and KPIs.</li> <li>• Visual widgets, charts, and graphs designed for ease-of-use</li> <li>• Our drill-down capabilities, enabling the rapid identification of tickets and tasks</li> </ul>
Change Window and Blackout Period	<p><b>Enhance your organization's change processes by:</b></p> <ul style="list-style-type: none"> <li>• Allowing users to easily schedule for change windows and blackout periods</li> <li>• Providing full visibility via our fully customizable dashboards</li> </ul>

\*ITIL, DevOps, Business, and More

Advanced Enterprise Pack (Optional for Service Desk; Included in Service Manager)	
Multiple Organizations	<p><b>Minimize the complexity of your environment by:</b></p> <ul style="list-style-type: none"> <li>• Segregating tickets for multiple customers, groups, or divisions</li> <li>• Track tickets separately for multiple organizations or Managed Service Providers (MSPs)</li> </ul>
Multiple Workday Schedules for SLAs and BPAs	<p><b>Manage your geographically diverse organization by:</b></p> <ul style="list-style-type: none"> <li>• Tracking SLAs by accounting for employees and calendars based on their locations</li> <li>• Store multiple sets of business hours and holiday schedules</li> <li>• Assign SLA or BPA times based on time zones</li> </ul>
Automated Ticket Routing	<p><b>Choose between our two forms of our automated ticket routing system:</b></p> <ul style="list-style-type: none"> <li>• Round Robin, an even distribution across all staff members</li> <li>• Load Balancing, sharing work evenly across a team</li> </ul>

### About Serviceaide

Serviceaide is a leader in modern service management. Serviceaide's vision is to transform service management, across ITSM, ESM, and Customer Service. Serving customers around the world, Serviceaide applies breakthroughs in artificial intelligence, machine learning, and natural language processing to deliver better experiences, provide enhanced self-service and empower service owners. Serviceaide transforms service through digital labor conversations, automation, and knowledge.