



[www.druidai.com](http://www.druidai.com)

## Symbiosis III

# Unlock the Power of Generative AI:

The Next-Level IT Help Desk with a Smart Knowledge Base



**Mihai Faur**

Chief Information Officer,  
UiPath



**Irina Dochitu**

VP, Global Partners  
and Alliances,  
DRUID

Sponsors:  INTELLIXCORE

 SER  
MICRO  
GROUP **digital**  
CLOSE TO YOU™

 EAS | endpoint  
automation  
services

# Virtual Assistant for IT Help-Desk support

## Next-Gen IT Help-Desk Powered by UiPath & DRUID AI

The IT Service Desk Virtual Assistant now equipped with Generative AI is armed with lightning-fast troubleshooting skills, a vast knowledge of IT solutions plus a sense of humor.

- **Super Speed** – provide instant responses
- **Super Smart** – trained on a massive database of IT knowledge, using the power of DRUID’s KB and **Azure OpenAI**
- **Super Personalization** – understands unique needs and preferences, adapting its responses to provide personalized solutions
- **Super Availability** – The Virtual Assistant is on duty 24/7

IT ticket volume reduced

by **40%**

Resolution times for common issues improved

by over **60%**

# Virtual Assistant for People Operations

## AskPeople – The AI-powered virtual assistant, integrated with the UiPath automation platform and Gen AI

The AskPeople virtual assistant has an amazing new feature: you can ask it ANY question related to People topics and get a fast answer. Using DRUID's KB + GenAI, it retrieves information available on Inside UiPath to provide with an immediate answer.

- **Available on Slack**
- **Jira Integration:** Employees can easily raise IT tickets, integrated with Jira for ticket creation and management
- **UiPath Automation:** integrated with the UiPath automation platform, streamlining repetitive processes and reducing manual effort
- **Knowledge Base Access:** retrieves for access to company resources, policies, and answers to frequent employee queries.

Employee satisfaction

Up to **70%**

Reduction in time spent on manual HR inquiries

by **30%**



# Symbiosis

A SYMPHONY OF INNOVATION



[www.druidai.com](http://www.druidai.com)

# Thank You!

[Learn more on druidai.com](http://druidai.com)