

Inside the *AI-powered* service desk



How human-AI collaboration is
driving the future of IT support

It's time to **rethink** the service desk

IT support isn't about raising and resolving tickets. Or at least it shouldn't be.

It's about making it easy for people to do their best work. That requires thinking beyond the old break-fix model and proactively resolving issues before they even occur. And when people do need support, the service desk should offer a fast, effective, and stress-free experience.

Now, thanks to AI, organizations are leaving behind the effort and frustration of traditional approaches to support and making this vision of the modern service desk a reality.

Only **55%** of employees feel completely supported by their service desk.¹

The AI-powered service desk helps end-users to quickly resolve routine inquiries, freeing expert support agents to focus on cases where they can make a real difference. AI doesn't replace those experts; it augments and supports them, automating repetitive processes and surfacing relevant information and guidance.

In this guide, we'll show how this **human-AI collaboration transforms support experiences** to deliver better business outcomes. We'll also share **real-world results** from organizations that have adopted an AI-powered service desk.

¹The State Of The Service Desk, 2024.
McKeon-White, W. et al. Forrester. 2024.



The power of **human-AI** collaboration

AI is a hugely exciting technology that offers powerful new capabilities. But, like any technology, it exists to serve human needs; if organizations don't apply it to solve people's real-world problems, even the most advanced AI will struggle to deliver any meaningful value.

To extract real value from AI, organizations must look beyond the hype and use it for what it's good at while keeping humans in control in the areas where they excel. In a service desk context, AI can be invaluable for things like 24/7 availability, multilingual support, and predictive analytics. But 'AI first' shouldn't mean 'AI only'; human empathy, experience, and creative problem-solving will remain vital assets in the service desk of the future.

The goal is to enable human-AI collaboration, where people (end-users and service desk agents) are augmented and assisted by AI while ensuring it provides the right quality of experience.

Designing AI capabilities around human needs

This human-centric approach begins with the architecture and design of AI-powered tools, with decisions guided by how the technology will impact human experiences.

For example, while chatbots and voicebots start from the same foundation of enterprise knowledge, the human experiences they deliver are very different. AI must understand how to present knowledge in an appropriate way for each channel. A bullet list of instructions is easy for people to follow on a chat



screen, but in a spoken conversation, instructions must be presented one at a time, followed by vocal confirmation that the user is ready to move on.

Similarly, the tools used by service desk agents must be designed with their experience in mind. At Capgemini, our service desk agents use an AI copilot called Agent Assist that reduces their manual effort and cognitive load during conversations. While Agent Assist completes mundane tasks like creating tickets, finding information, and monitoring compliance, agents can focus on the human they're speaking to and providing the best possible support experience.

AI can also be valuable ally for support agents in protecting the organization from cyber threats. The service desk is a high-value attack vector for cybercriminals, who convince agents to reset passwords and grant access privileges. AI can detect indicators of social engineering and alert agents to potential risks, so threat actors can't rely on human error to help them achieve their goals.

Recent high-profile attacks at MGM Resorts, Marks & Spencer, and others have shown how vulnerable organizations are to breaches originating in the service desk. However, the combination of AI and human agents working together is an ideal way to implement Zero Trust principles, limiting opportunities for

attackers to treat the service desk as an easy way to bypass cyber defenses.

Rethinking service desk metrics

Service desk performance is traditionally assessed through service level agreements (SLAs), but these measure outputs rather than outcomes. The shift to an AI-powered service desk offers the opportunity to implement experience level agreements (XLAs).

While SLAs like ticket resolution time are useful indicators of service quality, they don't indicate whether the service desk is actually meeting end-users' expectations. Measuring factors such as employee satisfaction with support provides a clearer view of the business value the service desk is delivering.

XLAs also help organizations measure whether AI is having a positive impact on user and support agent experiences. For example, XLAs can show whether AI is reducing friction and manual effort, helping people focus on meaningful work rather than repetitive tasks. Measuring human outcomes like these allows organizations to continually improve AI so that it supports people effectively and enhances service desk performance.

Governing the AI-powered service desk

Although the AI-powered service desk can deliver many benefits, organizations will only realize them if the technology is well governed.

Strong guardrails are an important first layer of good governance. These should set constraints on what AI can and can't do, so it can't deviate from its intended purpose of answering support inquiries or completing routine tasks for service desk agents.

There should also be clear limits on the data sources that service desk AI can access. Unlike publicly available AI assistants that scour the internet for (sometimes incorrect or incomplete) information, service desk AI should only access organization-specific knowledge and carefully curated third-party information.

If users can be sure the AI is drawing on reliable sources, they're more likely to trust the tools' outputs. However, people still need to be made aware that AI is probabilistic by nature, calculating the most likely answer to each user query, so its responses may contain inaccuracies.

AI's non-deterministic nature also makes it even more important to have a rigorous, automated approach to testing. Capgemini, for example, conducts hundreds of automated 'evals' to assess service desk AI performance. This allows us to continuously make incremental performance improvements while also optimizing security, cost, and sustainability.



The service desk is just the beginning

Despite making large investments over the last few years, many organizations have struggled to extract business value from AI. One of the most exciting aspects of the AI-powered service desk is that it can quickly deliver meaningful value throughout the organization, providing a foundation for broader enterprise transformation.

By designing, managing, governing, and continuously improving AI-powered IT support, organizations can prove AI's value and trustworthiness. This can help employees overcome AI hesitancy, allowing organizations to increase adoption and foster a new culture where humans and AI collaborate to deliver better outcomes.

Many Capgemini clients see the service desk as an ideal starting point for enterprise-scale deployment of AI. It offers a use case with clear, governable boundaries and delivers rapid value for the business and individual employees, providing a compelling proof point for widespread AI adoption.

IT support can be the first step toward achieving a bold vision, where multiple copilots and AI agents work together to give users a single place to get any answers they need, whether it's setting up their device, finding product information, or booking parental leave.

Introducing AI-Powered Service Desk by Capgemini

AI-Powered Service Desk by Capgemini combines experience-led design with intelligent automation to help organizations improve the support experience while generating measurable business outcomes.

At its heart sits PRiSM, Capgemini's AI-powered platform, which empowers organizations to envision AI's potential, embed it in everyday operations, and foster a culture of human-AI collaboration.

Our offering, a part of our extensive Employee Experience portfolio is a AI-first solution providing

instant, zero-touch resolution for routine inquiries. But it's also human-centric, with support journeys built around people's needs, minimizing manual effort without sacrificing human connection.

Importantly, we also use XLAs to measure the real impact on employee experience, tailoring them to each organization and continually refining them to stay aligned with business goals.

The results can be remarkable.

Multilingual chat and voice support at leading beverage company
Fast, contextual support for every employee in their language and channel of choice



Enhanced support experiences at a major water company
Guiding end-users to resolutions with real-time knowledge and AI-powered tools



Rapid resolutions at a global life sciences company
Efficient, conversational support experiences in 13 languages



- <15%** reduction in incident volumes
- <40%** of contact resolved in digital channels
- 75%** faster resolution time for some IT processes
- <20%** of contacts resolved by a virtual agent
- <50%** zero-touch resolution
- 87%** first contact resolution rate

- Faster ticket resolution
- Improved first contact resolution
- On track to achieve 80% zero-touch resolution and 10% auto-healing

Transform support experiences with Capgemini

In a modern service desk, AI provides automation and augmentation to accelerate resolutions and offer smoother, more effective employee experiences. Everything is underpinned by structured, validated knowledge and strong governance. And its success is measured by metrics that show the real impact on employee satisfaction and productivity.

By working with Capgemini, you gain a service desk partner with the deep expertise and proven experience to bring this AI vision to life.

More than **4,000** service desk specialists supporting **4.5 million** people and managing **3.4 million** end-user devices in over **100** countries

To learn more about how we can help you transform service desk experiences for everyone in your organization, [get in touch with our experts.](#)

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About Capgemini

Capgemini is an AI-powered global business and technology transformation partner, delivering tangible business value. We imagine the future of organizations and make it real with AI, technology and people. With our strong heritage of nearly 60 years, we are a responsible and diverse group of 420,000 team members in more than 50 countries. We deliver end-to-end services and solutions with our deep industry expertise and strong partner ecosystem, leveraging our capabilities across strategy, technology, design, engineering and business operations. The Group reported 2024 global revenues of €22.1 billion.

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