

#### REPRESENTATIVE USE CASE

## Chatbot and Virtual Agent Deployment for IT Support

Deployment of AI-powered chatbot and virtual agent capabilities that provide 24/7 first-line IT support, handling routine inquiries, automating password resets and access requests, and escalating complex issues to human analysts with full context.

#### PRACTICE

**Digital Service Operations & AIOps**

#### CLIENT PROFILE

Federal IT organization deploying conversational AI to handle routine support inquiries, guide users through troubleshooting, and automate common service requests around the clock

## Challenge

- Service desk limited to business hours leaving after-hours requests unaddressed
- Repetitive inquiries consuming analyst time that could be spent on complex issues
- Users frustrated by hold times and email response delays for simple requests

## Approach

- Analyze ticket data to identify high-volume, automatable request types
- Design conversational flows for top use cases with natural language understanding
- Integrate virtual agent with ITSM, IAM, and knowledge base for automated fulfillment
- Implement escalation pathways that transfer context to human analysts seamlessly

## Typical Outcomes

- 24/7 first-line support availability for routine requests and inquiries
- Reduced ticket volume and analyst workload through automated resolution
- Improved user experience with instant responses and guided troubleshooting

## Procurement Paths

- GSA MAS for AI chatbot development and integration services
- NASA SEWP V and SEWP VI for conversational AI platform licensing

Compare vehicles and ordering steps on [How to buy](#).

## Partner Technology Examples

- ServiceNow
- Microsoft (Copilot)
- AWS GovCloud
- Elastic

This is a representative use case. To request a briefing or a quote, contact Norseman Defense Technologies at 410.579.8600 or [sales@norseman.com](mailto:sales@norseman.com).