

Pulseway PSA

New **AI features** that will increase ticketing efficiency by 50%





Pulseway PSA is now powered by AI ✨

IT Ticketing Was Never This Easy

Ticketing Efficiency powered by AI:

With the introduction of Pulseway's new AI-powered tools, you will spend less time combing through dozens of tickets to understand the history of an issue, and will receive assistance in writing smart and concise responses to your end-users. **Smart Ticket Summary, Smart Writing Assistant, and Smart Resolution Summary** are everything you need to make ticketing handling 50% more efficient and comprehensive.

What is Pulseway PSA

Pulseway PSA helps you **improve business management** and streamlines ticketing and service desk, billing, quoting, CRM, project management, inventory and much more. Its intuitive interface and deep integration with Pulseway RMM and other platforms allow MSPs and IT departments to manage tasks efficiently, reducing time spent on manual processes and providing real-time insights into operations.

AI Tools That Change The PSA Game:

New Intelligent Features Coming:



**Smart Ticket
Summary**



**Smart Writing
Assistant**



**Smart Resolution
Summary**

- Admin Dashboard
- My Company
- Business Process
- HR
- CRM
- Security
- Finance
- Service Desk
- Inventory
- Integrations
- Pulseway Assist**
- Logs
- Imports

Admin / Pulseway Assist

Pulseway Assist

Customize your Pulseway Assist powered tools to enhance productivity and streamline your workflow. Tailor these smart features to fit your needs, ensuring that your tasks are managed with precision and efficiency.

Summary Settings

Predict

Turn data into actions with trend analysis and more

Resolve

Eliminate repetitive and mundane tasks

Inform

Understand every aspect of your business

PULSEWAY ASSIST

Settings

About Pulseway Assist

Pulseway Assist is included in your subscription

Great news... your Pulseway subscription entitles you to this new technology at no extra charge!
Thank you for being a Pulseway user.

Smart Ticket Summary Available Now

Succinct, AI-powered analysis of an Pulseway ticket surfaces key details, actions taken, and next steps.

Smart Writing Assistant Available Now

Professional and friendly bedside manner support to complement your team's technical aptitude.

Smart Resolution Available Now

AI summaries provide clear actions taken ensuring consistent handling of similar issues.

[Learn More about Pulseway Assist](#)

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Summary **Settings**

Enabled

Smart Assistance Features

- Smart Ticket Summary**
Automatically generate concise summaries of your tickets, highlighting key details and statuses. This feature saves time by providing quick overviews at a glance, ensuring you're always up-to-date on ticket progress.
- Smart Writing Assistant**
Enhance your communication with Pulseway Assist writing tools that suggest improvements, correct errors, and optimize the clarity and tone of your messages, ensuring professionalism and effectiveness in every interaction.
- Smart Resolution Summary**
Receive Pulseway Assist generated summaries of ticket resolutions, summarizing actions taken and solutions provided. This assists in maintaining clear records and facilitates easy reference for future issues.

Save Cancel

AI Tools That Change The PSA Game:

Smart Ticket Summary

Smart Writing Assistant

Smart Resolution Summary



Smart Ticket Summary

The **Smart Ticket Summary** feature leverages AI to analyze service desk tickets and provides a high-level summary of key details, actions taken, and next steps. The summary allows technicians to quickly understand the state of a ticket from a bird's eyeview perspective. Technicians can generate this summary by clicking the Generate or Update button within the ticket UI.

Service Desk Dashboard	Error joining meetings 1-09182018 00:03:01	Email Access Issue on O... 1-09182018 00:06:12	Random reboots 1-09182018 00:14:06	Point of Sale won't load 1-09182018 00:00:06	Salesforce down 1-09182018 00:21:12	Error joining 1-09182018 01:10:02	+ >
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- Tickets
- Unknown Tickets
- Assets Management
- Knowledgebase
- Recurring Master Tickets
- Service Calls

MSP Company July 3, 2020 12:00pm
 Shaylee Odom shayleeodom@company.com

00:06:12 ✓ ↺ Resolve ↻ ...

3 3

Company Notes

MSP Company is a boutique financial firm nestled in the heart of the Midwest. Specializing in personalized investment strategies, our team of experts provides tailored financial solutions to help clients achieve their long-term goals. With a focus on integrity, transparency, and client satisfaction, we're committed to guiding our clients toward financial success in a rapidly changing market landscape.

Smart Ticket Summary

Generate Summary ⓘ

Email Access Issue on Office Workstation

I am experiencing issues accessing my email on my office workstation. When I try to open Outlook, I receive an error message stating, "Cannot start Microsoft Outlook. Cannot open the Outlook window." I have attempted to restart my computer multiple times, but the issue persists.

Please assist in resolving this email access issue as soon as possible. If necessary, I am available for remote troubleshooting during business hours, 9 AM - 5 PM.

[Read More](#)

Activities 9 Expenses & Charges 2 Service Calls & To-Dos 4 Related Items 6

Search your activities

Rosie Phillips

Email Sent June 28, 2024, 11:30 AM

Closing the ticket as the issue has been resolved and confirmed by the user. Please reopen if any further issues occur.

Jay Park

Email Sent June 28, 2024, 11:25 AM

Details

Status	Alerts: Admin
Priority	High
Created By	IT Glue
Queue	Email
Assignee	Select
Secondary Assignee(s)	IT Glue
CCs	Select
Total Time Spent	29 minutes
Total Expenses	\$0.00
Open Date	Sep 18, 2019 - 11:54 AM
Due Date	Sep 18, 2019 - 11:54 AM
Source	Email
Type	Change Request
Issue Type	Hardware
Sub-Issue Type	Monitor
Service Contract	Select
Work Type	Select
Affected Software	Office 360

AI Tools That Change The PSA Game:

Smart Ticket Summary

Smart Writing Assistant

Smart Resolution Summary



Smart Writing Assistant

The **Smart Writing Assistant** feature empowers and aids technicians to generate professional quality and end-user-friendly responses by leveraging AI. Technicians can provide details of what they want to communicate, and the assistant will help craft a polished response, complementing their technical aptitude.

- Service Desk Dashboard
- My Tickets
- Tickets**
- Unknown Tickets
- Assets Management
- Knowledgebase
- Recurring Master Tickets
- Service Calls

1-09182018
00:03:01

MSP Compar

Shaylee

Activities

Search your

Jay Pa

Email S

Hi Rosi

Rosie F

Email S

Hi Jay,

further

Jay Pa

Email S

Hi Mali

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Rosie F

Email S

Closing

occur.

Jay Pa

Email S

Hi Mali

for you

Malakai Salas

Email Sent

June 28, 2024, 11:15 AM

Resolved the issue by creating a new Outlook profile and migrating the data from the old profile. Verified that Outlook is now opening correctly. Jay, please confirm if everything is working on your end.

Add Note

Note Details Notifications Attachments

From Template

Select Template

Date * 06/28/2024, 02:45 PM Type * Email Sent Status Completed

Note Details *

Normal B I U S A I

The issue was resolved by creating a new Outlook profile and migrating the existing data to the new profile. This eliminated the error and restored full access to the user's email. The user has confirmed that Outlook is now functioning correctly. The ticket is closed, with no further action required.

Append Replace X Enhance Note

Internal Note

0 attachment added

Cancel Save

AI Tools That Change The PSA Game:

Smart Ticket Summary

Smart Writing Assistant

Smart Resolution Summary



Smart Resolution Summary

The **Smart Resolution Summary** feature assists technicians in generating comprehensive resolution summaries by compiling all steps taken during ticket handling.

Pulseway

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[Admin](#)
New Ticket

- Service Desk Dashboard
- My Tickets
- Tickets**
- Unknown Tickets
- Assets Management
- Knowledgebase
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Error joining meetings 1-09182018 00:03:01	Email Access Issue on O... 1-09182018 00:06:12	Random reboots 1-09182018 00:14:06	Point of Sale won't load 1-09182018 00:00:06	Salesforce down 1-09182018 00:21:12	Error joining 1-09182018 01:10:02
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Joanne

MSP Company July 3, 2020 12:00pm

Shaylee Odom shayleeodom@company.com

3 comments 3 attachments

Company Notes

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Smart Ticket Summary Update Summary

The user reported an issue with accessing Outlook on their office workstation, encountering the error "Cannot start Microsoft Outlook. Cannot open the Outlook window." Initial troubleshooting steps, including confirming profile settings, clearing cache, attempting Safe Mode, and running the Office repair tool, did not resolve the issue. The problem was escalated, and ultimately, creating a new Outlook profile and migrating the data resolved the error. The user confirmed that Outlook is now functioning correctly, and the ticket was closed successfully.

Written with assistance from Pulseway Assist - 07/01/2024 11:25AM

Email Access Issue on Office Workstation

I am experiencing issues accessing my email on my office workstation. When I try to open Outlook, I receive an error message stating, "Cannot start Microsoft Outlook. Cannot open the Outlook window." I have attempted to restart my computer multiple times, but the issue persists.

Please assist in resolving this email access issue as soon as possible. If necessary, I am available for remote troubleshooting during business hours, 9 AM - 5 PM.

[Read More](#)

Smart Resolution Summary Info

Normal B I U A I List Link Table More

The issue was resolved by creating a new Outlook profile and migrating the existing data to the new profile. This eliminated the error and restored full access to the user's email. The user has confirmed that Outlook is now functioning correctly. The ticket is closed, with no further action required.

Append Replace Clear

Generate Resolution
Refine Resolution

Pulseway Assist

Details

Status: Alerts: Admin

Priority: High

Created By: IT Glue

Queue: Email

Assignee: Select

Secondary Assignee(s): IT Glue

CCs: Select

Total Time Spent: 29 minutes

Total Expenses: \$0.00

Open Date: Sep 18, 2019 - 11:54 AM

Due Date: Sep 18, 2019 - 11:54 AM

Source: Email

Type: Change Request

Issue Type: Hardware

Sub-Issue Type: Monitor

Service Contract: Select

Work Type: Select

Affected Software: Office 360

SLA: Standard SLA

SLA Status: 🕒 Resolve By 03/15/2022 08:23 PM

Contact

Phone: (123) 456-7890

Email: Istrickland@company.com

Account Type: Vendor

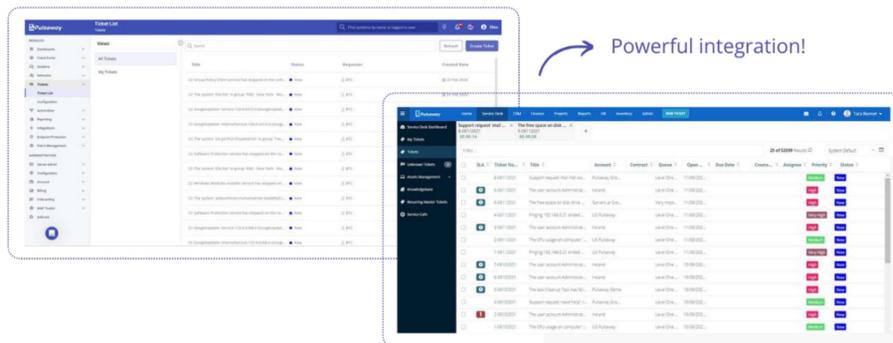
Student ID: Select

Pulseway PSA is the All-in-One Business Management, Ticketing and AI Automation Platform:

 Service Desk / Ticketing
 Mobile App Ticketing

 Project Management
 Inventory Management

 Automated Billing
 Full Integration with Pulseway



Native integration between PSA and RMM ensures seamless unification between operational and business activities.

Talk to your Account Manager today and schedule a Demo to learn all about **Pulseway PSA** and new **AI features!**

