

IT SERVICE MANAGEMENT

A conversational IT service desk in chat, live in seconds

Employees ask for help in chat; IT works in its service-management tool. Wexa built a service desk that answers from IT knowledge, escalates into real incidents, and turns a manual resolution into an automation, with no database, vector store or workflow engine of its own.

5.5 s

self-service answer citing past incidents

4.5 s

to open a real incident on escalation

9.4 s

go-live: 2 connectors and 5 skills provisioned

0.5 s

to hold a request containing personal data

CLIENT

Enterprise IT team on a leading workflow platform

REGION

US

WHEN

2026

ENGAGEMENT

Solution build

WEXA COMPONENTS

Wexa · chat and ITSM connectors · knowledge base · process flows · approvals · data tables

The challenge

- Requests arrive in chat; knowledge lives in the ITSM tool
- Repetitive requests resolved by hand every time
- Personal data must never reach a model

What Wexa built

- ✓ Resolver: knowledge-base retrieval plus one model call → answer, automate, clarify or escalate
- ✓ "Automate this": a manual resolution compiled into a deterministic process flow that runs the next matching request
- ✓ Escalations open incidents; IT replies from the console into the chat thread; resolutions feed the knowledge base
- ✓ Personal data held for human approval; parked writes resume after approval, even across restarts

How it runs on Wexa

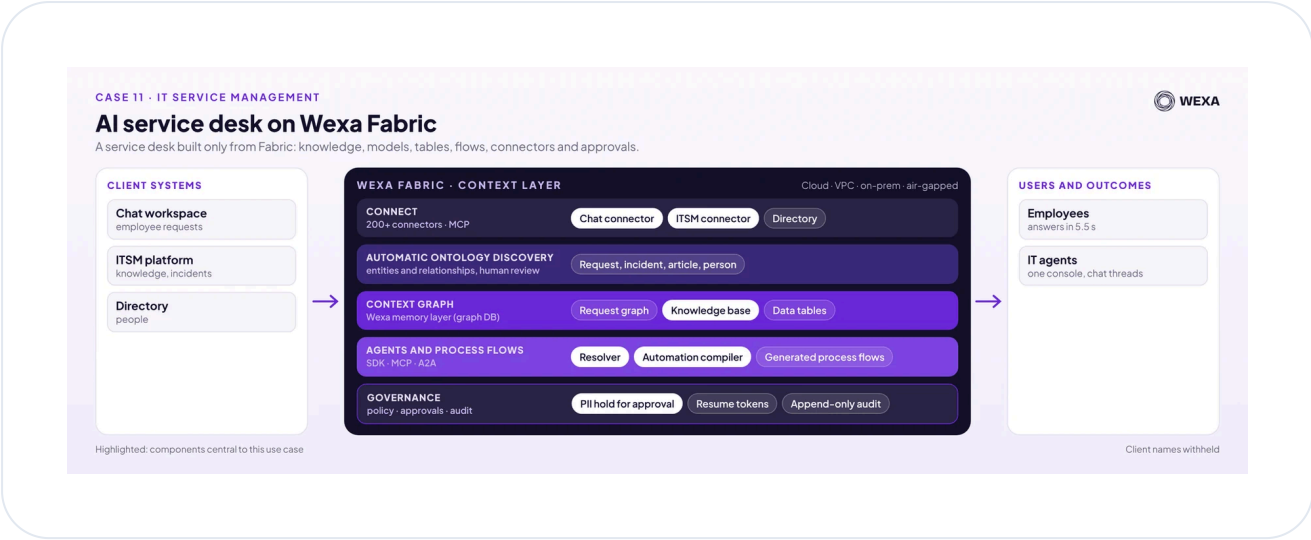


FIGURE How this use case runs on Wexa: client systems connected, ontology discovered, context graph in the Wexa memory layer, agents and process flows, and governance. Highlighted components are central to this use case.

Results

MEASURE	BEFORE / WITHOUT WEXA	WITH WEXA
Service-desk agents for 2,000 requests a month	12 agents	5 agents
Annual cost of the process	\$840K	\$350K
Time to implement the AI solution	6 months	1 week
AI build cost (one-time)	\$480K	\$8K
AI operating cost per year (models, infrastructure, upkeep, platform)	\$312K	\$166K

MEASURE	BEFORE / WITHOUT WEXA	WITH WEXA
Total AI cost in year 1	\$792K	\$174K

WITH WEXA

\$324K

net annual value to the client after Wexa's
own operating cost

24×

faster to implement

47%

lower AI operating cost

\$618K

less AI spend in year 1

- ✓ End-to-end proof run used 57 Wexa calls and nothing else
- ✓ Real people from the chat workspace and real incidents in the ITSM instance