

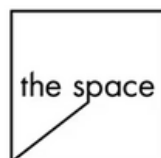
## Transforming IT Helpdesk Efficiency with Knowledge AI

To enhance the employee experience and streamline IT support operations, Landmark Space deployed a knowledge AI solution built using Microsoft Copilot Studio. Integrated directly into Microsoft Teams, the solution empowered staff to ask IT-related questions and receive instant, AI-generated answers sourced from internal knowledge articles and trusted vendor documentation.


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*"The Knowledge AI solution has transformed how our staff interact with IT support. It's intuitive, fast, and has freed up our helpdesk team to focus on more complex challenges. It's a win-win for productivity and user satisfaction."* Luke Andrews, Landmark Space


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flexible workspace



iThink<sup>365</sup>

 Improved Staff Experience: Employees received faster, clearer resolutions to common IT issues without navigating complex portals or waiting in queues.

 Boosted IT Team Efficiency: The helpdesk team saw a significant reduction in repetitive queries, allowing them to focus on higher-value support tasks.

 Operational Gains: The integration reduced ticket resolution times and improved first-contact resolution rates, contributing to measurable service desk performance improvements.