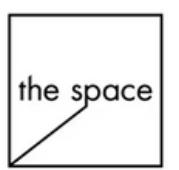


Transforming IT Helpdesk Efficiency with Knowledge AI

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.

"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

LANDMARK
flexible workspace



iThink³⁶⁵

 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.