



NewgenONE Platform for Agentic Enterprise Service Request Management

Built on Low-code | Powered by Agentic AI | For Seamless Resolution

NewgenONE Agentic Enterprise Service Request Management (SRM) expedites service journeys with custom AI agents, built on NewgenONE Agent Studio, based on an organization's requirements. Experience improved omnichannel interactions, dynamic case resolutions, personalized interactions along with seamless exception management for improved customer engagement.

What Makes Agentic SRM Different?

AI-powered Triage and Personalization

Easy categorization of requests based on urgency and context

Context-aware Virtual Agents

24/7 self-service portals with conversational AI agents

Automated Workflows

Real-time, adaptive workflows tailored to the nature of each request

Smart Knowledge Recommendation

Effective query resolution with current and reliable information

Sentiment Analysis with 360-degree Visibility

Analysis of user sentiments and actionable insights via a unified dashboard

Core Highlights of NewgenONE Agentic Service Request Management

Dynamic Case Management: End-to-end management of requests, from initiation to case resolution by AI Agents

Unified Communication Hub Led by Agentic AI: Seamless omnichannel engagement and agent collaboration for faster resolutions

Intelligent Routing and Escalation: First-time-right outcomes with conditional routing based on predefined rules. AI-driven risk checks, fraud detection, automated TAT and manage escalations

User-friendly Self-service Portal: Smart real-time insights for data-driven decisions with 360-degree request visibility

Knowledge Repository Management: Dynamic, subject-matter expert-approved knowledge repository for accurate and up-to-date query resolutions by AI service agents

Seamless Integration: Seamless integration through built-in adaptors and leverage an API-first (headless) architecture to connect with third-party channels

Service Triggers: Integrated new-age technologies, such as digital sensing, sentiment analysis, and social listening to identify and act on service needs in real time

Build Your Own AI Agents with NewgenONE Agent Studio

1. Connect with data from multiple sources with a UDL
2. Configure agents for different use cases with built-in BRE
3. Manage agents and construct workflows intelligently
4. Execute AI agents for core business concerns
5. Easily configure as per business requirements on a low-code platform

Serving Across Industries



Banking



Insurance



Healthcare



Government



Telecom



E-commerce



Logistics



Travel



Education



Manufacturing



Utilities



Hospitality

About Newgen

Newgen is the leading provider of an AI-first unified digital transformation platform with native **process automation, content services, customer engagement, and AI/ML** capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low-code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries, Newgen unlocks simple with speed and agility.

For Sales Query

AMERICAS: +1 (202) 800 77 83
CANADA: +1 (202) 800 77 83
AUSTRALIA: +61 290 537174
INDIA: +91 11 407 73769
APAC: +65 3157 6189
MEA: +973 1 619 8002, +971 445 41365
EUROPE: +44 (0) 2036 514805

info@newgensoft.com
www.newgensoft.com

