



INTRODUCING UXIA

An AI Chatbot by TICGAL



THE PROBLEM FOR END USERS

- Frustration with slow responses for common issues like password resets or basic queries.
- Limited access to support outside regular business hours.
- Confusion navigating complex IT ticketing systems.

THE PROBLEM FOR IT TEAMS

- Overwhelming ticket volumes lead to inefficiencies.
- Repetitive tasks reduce focus on high-priority issues.
- Resource strain due to a lack of automation.

IMPACT

- Reduce efficiency.
- Low user satisfaction.
- Increased operational costs.

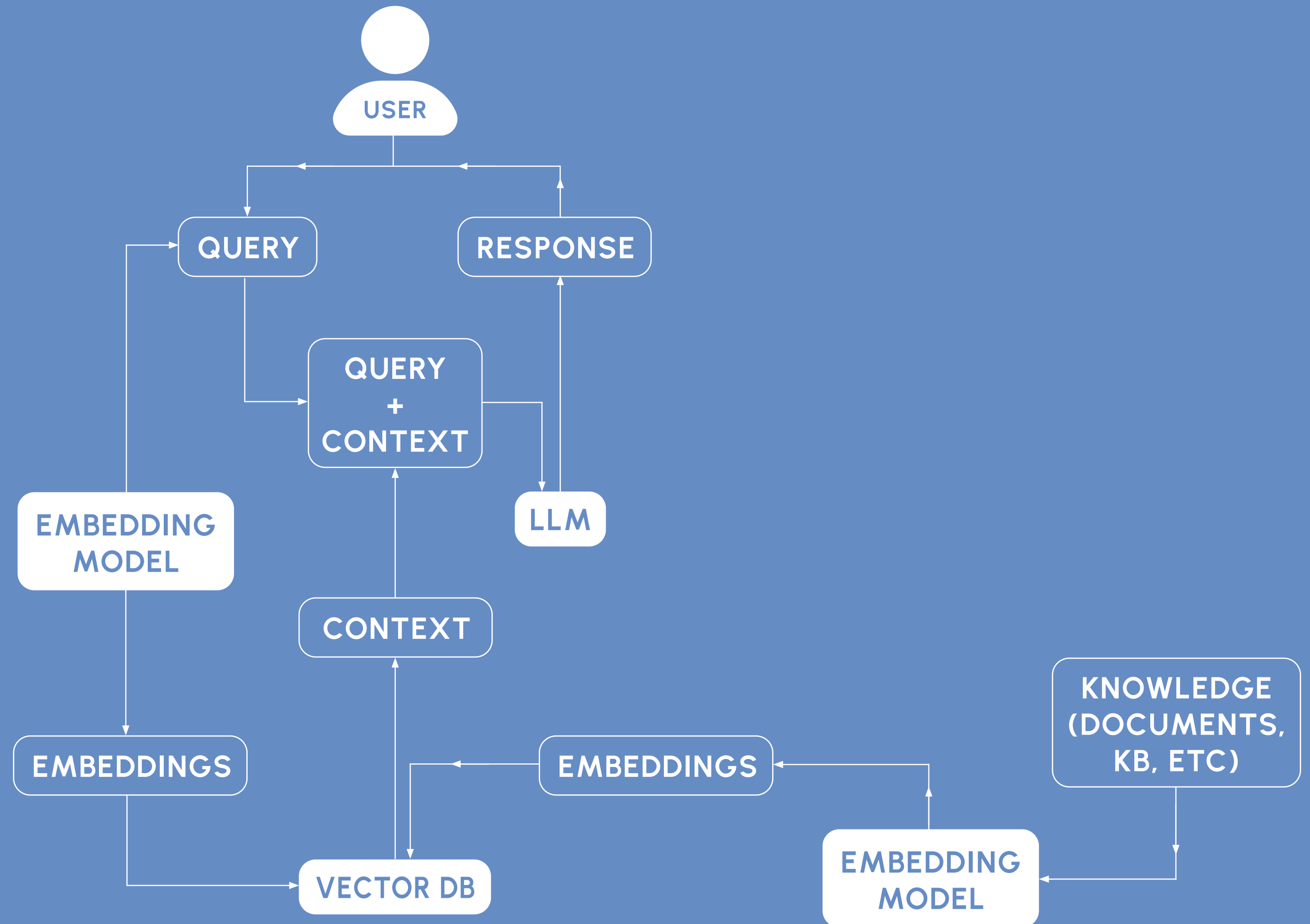
SOLUTION APPROACH

Enter **UXÍA**, the AI chatbot designed to transform IT support:

Automates repetitive answers like password resets or other common queries.

Available 24/7 to provide immediate assistance.

Seamlessly integrates with GLPI, ensuring uninterrupted workflows.



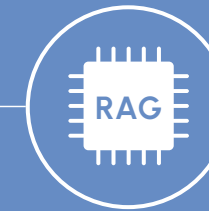
THE KEY FEATURES



GLPI Integration: Natively connects to GLPI for seamless IT support.



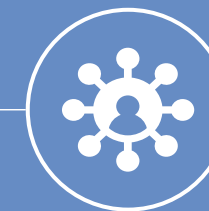
AI-Driven: Uses LLM to boost response accuracy.



RAG Approach: Retrieves, enhances, and generates reliable answers.



Multilingual: Supports multiple languages for global accessibility.



Omnichannel: Available on Teams, WhatsApp, Telegram, and more.

- Seek assistance
- My requests for assistance
- FAQ
- Consult reminders
- My software
- Remote Support



Categories

- Support
- CRM
- New Development
- See all

What are you looking for?

New Ticket
To initiate a new support ticket, kindly use this form to specify whether it's a Request or an incident.

Client Onboarding form
Add new client tax information

VIDsigner (electronic signature)
Subscription/Suscripción

GLPI Network Cloud
GLPI Cloud is a SaaS IT asset management and service desk solution, offering full functionality without the need for local infrastructure.

New Gapp White Label Request
Gapp White Label Request Form

New Chatbot Request
Please detail your requirements below. Include all necessary features, integrations, any specific requirements you have for the chatbot. The more precise you are, the better.

UXÍA
UXÍA, an AI Chatbot by TICGAL

Hi Óscar, I'm UXÍA, the AI assistant of TICGAL.
Feel free to ask me any questions about GLPI or TICGAL, I'm here to help!

Chat with UXÍA

UXÍA improves user satisfaction, reduces response times and enhances tickets resolution rates.

BENEFITS FOR END-USERS

INCREASE

Speed of issue Resolution

Service Satisfaction

Self-Service Capabilities

REDUCE

Frustration with IT Support

Time spent waiting for assistance

Disruptions to Workflows

BENEFITS FOR IT TEAM

INCREASE

IT Team Efficiency

Data-Driven Insights

Focus on Strategic Projects

REDUCE

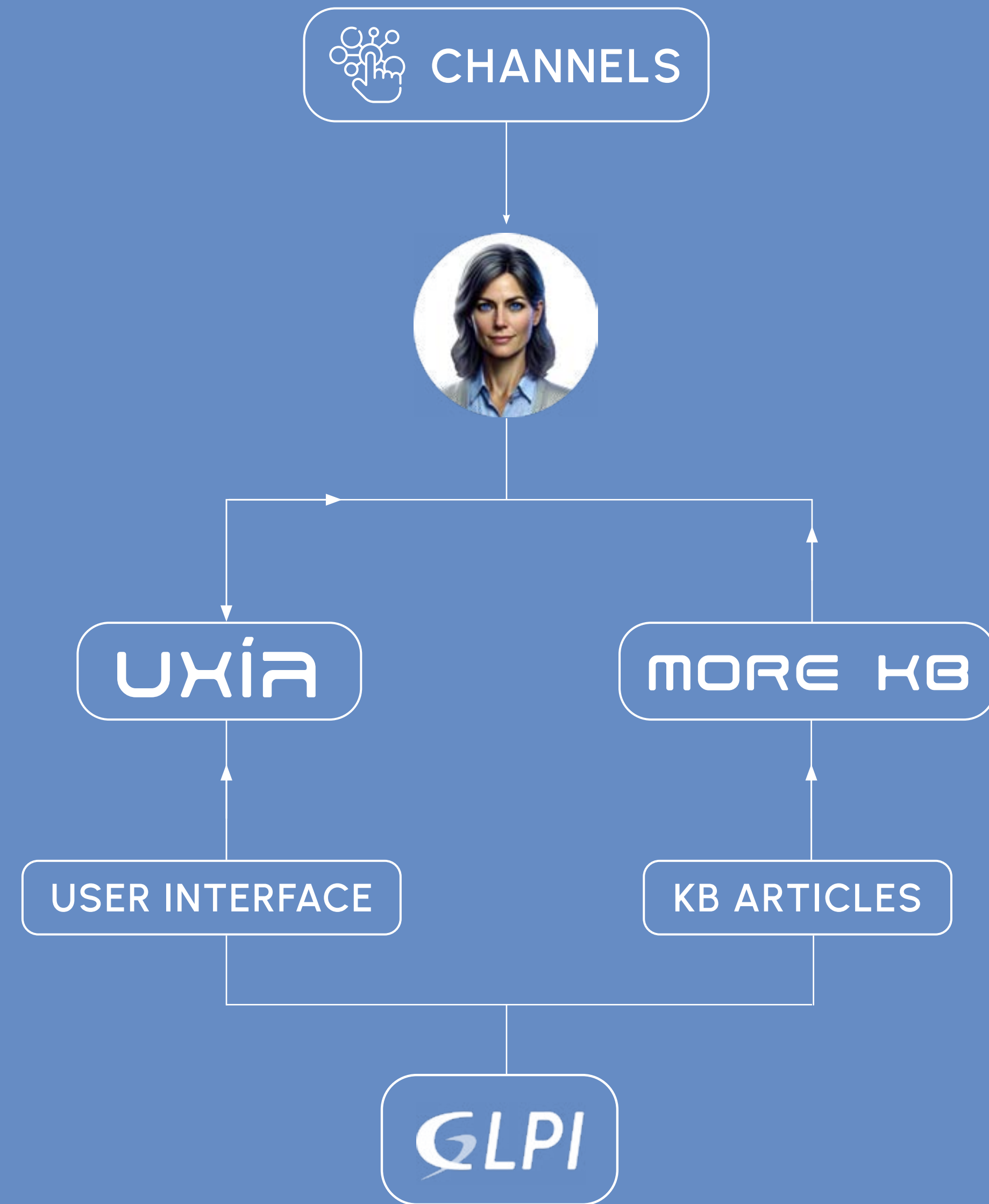
Time Spent on Repetitive Tasks

Ticket Backlogs

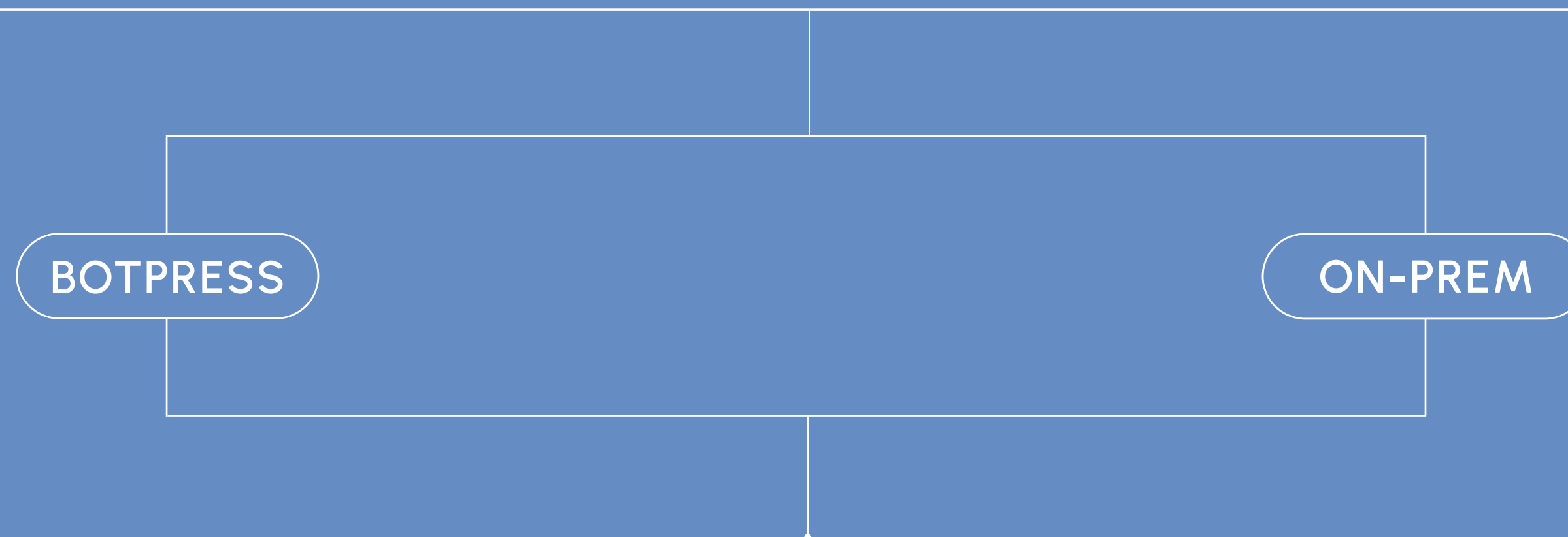
Support Costs

INTEGRATION WITH GLPI

UXIA automates various stages of the ticket process, including ticket resolution, using its advanced AI, which draws upon the knowledge base to ensure a more accurate and efficient process.



UXIA: TWO PATHS TO AI. WHICH WILL YOU CHOOSE?



Just like in *The Matrix*, you have a choice. With UXIA, you can choose the path that best suits your needs and priorities when harnessing AI's power for your business. Two distinct approaches offer unique advantages



THE BLUE PILL: BOTPRESS - CONVENIENCE AND SPEED

Take the **blue pill** and experience the seamless integration and rapid deployment of UXIA powered by Botpress. This option offers:

PONER LAS PILLS O FOTOS DE LAS MANOS DE MATRIX CON LAS PILLS.
AÑADIR O UNA NUBE O EL LOGO DE BOTPRESS

- **Effortless Deployment:** Launch your AI powered UXIA solution quickly and easily with Botpress's intuitive platform. No complex setup or infrastructure management is required
- **Scalability and Reliability:** Benefit from Botpress's robust and scalable cloud infrastructure, ensuring your UXIA solution can handle any volume of interactions.
- **Access to Cutting-Edge LLMs:** Leverage the latest advancements in Large Language Models through Botpress's support for multiple LLMs, giving you access to powerful AI capabilities.
- **Extensive Integrations:** Seamlessly connect UXIA with your existing business tools and workflows through Botpress's wide range of integrations.
- **Focus on Your Business:** Let Botpress handle the technical complexities while you focus on what matters most – growing your business.

THE RED PILL: ON PREM- CONTROL AND CUSTOMIZATION

You can take the red pill and gain complete control over your UXIA deployment with Open Source deployments under your supervision. This option empowers you with:

- **Uncompromising Data Privacy:** Keep your sensitive data secure and under your direct control by hosting UXIA and its LLMs on your infrastructure.
- **Maximum Customization:** Tailor UXIA to your requirements with full access to the underlying models and configurations.
- **Cost-Effectiveness at Scale:** Optimize your AI infrastructure for cost efficiency by leveraging your existing hardware and resources.
- **Complete Ownership:** Own your UXIA deployment and avoid vendor lock-in, allowing you to adapt and evolve your solution as your needs change.
- **Fine-Tuned Performance:** Optimize performance by fine-tuning models and configurations to your specific use cases and hardware.

MORE KB



THE GLPI KNOWLEDGEBASE ENHACER

More KB is a GLPI plugin that elevates the functionality of the knowledgebase, making it a more powerful resource for both end-users and technicians when used with UXÍA.



KEY FEATURES

1

EXPORT KNOWLEDGEBASE TO PDF

Two distinct formats

AI RAG ORIENTED

RAG-ready with structured data

USER-FRIENDLY WITH IMAGES

User-friendly with images and formatting.

2

STANDARD ASSETS VIEW WITH SEARCH CAPABILITIES

Quickly access and search for relevant knowledgebase articles with intuitive filters.

3

MASSIVE ACTIONS FOR BULK MANAGEMENT

Save time by managing multiple knowledgebase articles simultaneously, improving efficiency.

UXÍA includes enhanced Knowledge Base Management with More KB, also available as a standalone plugin

OMNICHANNEL COMMUNICATION

UXÍA supports multiple communication channels: Microsoft Teams, WhatsApp, Telegram, and more.

Enables users to interact with IT support through their preferred platform seamlessly.



Explore the possibilities of **UXIA**.
Contact **TICGAL** to learn more and discuss your specific needs.



LOCAL ROOTS, GLOBAL REACH IT



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