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# InstaResolve-AI – Intelligent Issue Resolution with Agentic AI



# Overview

InstaResolve-AI is a complete AI-powered ecosystem designed to streamline enterprise issue resolution. Built on AWS, it integrates with ITSM platforms such as ServiceNow and Salesforce to unify fragmented knowledge, enable semantic AI search and provide real-time, intelligent support workflows.

The solution supports multiple user personas—from end users seeking quick answers to SMEs resolving complex issues—by delivering AI-generated responses, context-aware ticket creation, and dynamic knowledge base generation. With agentic design principles, InstaResolve-AI coordinates workflows via AI Agents like “SME Finder”, “KB Builder” and “Peer Notifier”, all while learning from user feedback.





# AWS Services used

The solution leverages Amazon Bedrock, OpenSearch Serverless, AWS Lambda and Amazon ECS to deliver a scalable and secure solution.

InstaResolve-AI promotes ethical AI use, vendor flexibility and integrates seamlessly with enterprise tools, ensuring faster issue resolution and improved support team efficiency.

<p>Amazon Bedrock with Amazon Nova, Anthropic Claude Haiku, etc., for natural language understanding, summarization and semantic Q&amp;A.</p>	<p>Amazon OpenSearch Serverless as the semantic vector store for indexed tickets, KBs, SME inputs and tribal knowledge.</p>	<p>AWS Lambda for backend logic execution and integration hooks with ServiceNow, Salesforce, Slack and S3.</p>	<p>Amazon ECS (Fargate) for hosting microservices like Admin Console, Feedback Dashboard and integration adapters.</p>	<p>AWS CloudWatch for monitoring logs, feedback loops and pipeline status.</p>
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# Features:

 <p><b>Agentic AI Coordination:</b> Modular agents handle SME identification, KB building, incident summaries and user support.</p>	 <p><b>Multi-Persona Support:</b> Delivers unique experiences for End Users and SMEs with tailored access to knowledge and workflows.</p>	 <p><b>Real-time Integrations:</b> Seamless API-based sync with ServiceNow, Salesforce and other ITSM/CRM tools.</p>	 <p><b>Self-Evolving Knowledge:</b> Learns continuously from user feedback and incident outcomes.</p>
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# Business Benefits

Enterprises adopting InstaResolve-AI have experienced measurable gains in support productivity, issue resolution time and SME collaboration quality. The agentic framework automates multi-step triage and resolution flows, reducing manual workload and time-to-resolution.



Higher improvement in response time for repetitive issue types



Higher SME satisfaction via automated routing and workload reduction



Faster onboarding through AI-authored knowledge from existing tickets



Reduced ticket escalations due to accurate, context-aware suggestions



Continuous knowledge evolution based on user feedback and ticket outcomes

These benefits result in lower operational costs, improved MTTR (Mean Time to Resolve) and a self-learning enterprise support fabric.



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