

aws marketplace

Aisera's AI Copilot

Reviews, tips, and
advice from real users



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Product Recap



Aisera's AI Copilot

Aisera's AI Copilot Recap

Aisera's AI Copilot harnesses artificial intelligence to provide seamless solutions for enterprise automation, enhancing efficiency and user satisfaction by automating complex tasks.

This advanced AI service utilizes cutting-edge technology to streamline operations across industries. It learns from interactions to deliver accurate, context-aware support, reducing manual workload and speeding up processes. The AI Copilot is tailored to integrate with existing systems, ensuring a smooth transition and optimized performance, making it suitable for enterprises aiming to improve automation in demanding environments.

What are the key features of Aisera's AI Copilot?

- **Automation of workflows:** Streamlines processes by automating routine tasks, saving time and resources.
- **Context-aware assistance:** Delivers customized, knowledgeable support based on user interactions.
- **Learning from interactions:** Continuously improves accuracy and relevance through machine learning.
- **Integration capabilities:** Easily integrates with existing software and tools.
- **24/7 support:** Provides around-the-clock assistance to maintain operational continuity.

What benefits and ROI can users expect to find in reviews?

- **Increased productivity:** Reduces time spent on manual tasks, freeing up resources for complex activities.
- **Cost-effectiveness:** Lowers operational costs by minimizing manual intervention.
- **Enhanced user satisfaction:** Provides quick, accurate responses, improving the user experience.
- **Scalability:** Adapts to growing business demands without additional strain on resources.
- **Improved decision-making:** Offers actionable insights from data analysis.

In the financial sector, Aisera's AI Copilot is implemented to automate customer support and back-office operations, ensuring faster transaction processing. In healthcare, it facilitates patient inquiries and streamlines appointment scheduling, contributing to better patient care. The technology is also leveraged in retail to enhance customer interactions and promote efficient inventory management, driving sales and customer loyalty in competitive environments.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Aisera's AI Copilot has increased the auto-resolution rates to about 65 to 80%, which in turn reduces the mean time to resolution ratio and frees up human agents for complex work.”



Edwin Nderitu
BI Analyst at Zoho

- ✓ “It has provided a services management platform that automates employee and customer support processes through conversational AI with self-service capabilities, making it a good solution that I can directly suggest to anyone.”



Prakhar Birthare
Machine Learning Engineer at Jaypee University of Engineering and Technology

- ✓ “Overall, Aisera's AI Copilot has become much more than a helpdesk tool for me; it is a central nervous system connecting employees to information and IT support across the entire organization.”



B Goswami
Product Manager at Zidio development

What users had to say about valuable features:

“This approach has saved us time and also improved accuracy compared to how we handled those requests before.

“Previously, it used to take our developer or one of our workers maybe three minutes to search for a product or to search for something, but using Aisera's AI Copilot, they can do it within seconds.

“Aisera's AI Copilot has increased the auto-resolution rates to about 65 to 80%, which in turn reduces the mean time to resolution ratio and frees up human agents for complex work.

“Some of this auto-resolution involves ticket deflection, where Aisera's AI Copilot handles low-hanging fruit, such as requests for password resets or software access requests, which in turn prevents a massive volume of Level 1 support tickets from ever reaching the human desk.

“Aisera's AI Copilot positively impacts our organization mostly by helping the Agent Assist.

“Agent Assist has helped us to offset some of the workloads reaching our human customer support, which in turn has made our customer support quite effective and timely.

“We have increased our response time and also received positive feedback from our customers since using Aisera's AI Copilot.

“Mostly, Aisera's AI Copilot has saved a lot of time on our side..”

Edwin Nderitu

BI Analyst at Zoho

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“Aisera's AI Copilot integrates with platforms such as ServiceNow, Microsoft Teams, Salesforce, and other enterprise applications, which allows users to access information and automate tasks without switching between multiple tools.

“Aisera's AI Copilot uses AI to understand user requests properly, provide relevant answers, automate support tickets, and help employees resolve issues without needing human intervention. For example, if an employee asks how to reset a password, the AI understands the request, finds the correct information, and either provides instructions or automatically creates the password reset process.

“From my business perspective, the functions of AI in Aisera's AI Copilot include understanding requests and generating responses. Functions include answering user queries, AI-powered conversation support, automating ticket creation, and resolution workflow automation that enable users to ask normal queries and get instant answers. Another feature is knowledge-based search, employee service, self-service capabilities, and integrations with enterprise applications such as ServiceNow, Microsoft Teams, and Slack, which automates my support requests, resolves common issues instantly, creates tickets, and provides self-service assistance.

“In Aisera's AI Copilot, metrics can be thought of as a set of rules and conditions used to route requests, automate workflows, and determine how different support scenarios are handled. Metrics help ensure that the right actions, knowledge-based articles, or support teams are selected based on the user's request, defining and organizing decision-making and automation logic. Metrics enable Aisera's AI Copilot to categorize requests, trigger workflows, route tickets, and provide relevant responses automatically..”

Prakhar Birthare

Machine Learning Engineer at Jaypee University of Engineering and Technology

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“Several features genuinely stand out in my experience with Aisera's AI Copilot. The first and most impressive is generative AI-powered conversations. Unlike traditional chatbots that rely on rigid decision trees, Aisera's AI Copilot understands natural language intent. Employees can phrase the same questions ten different ways and get the same accurate answer. That flexibility is a complete game changer compared to previous rule-based systems.

“Another important feature is the auto-resolution engine, which is the core value driver. Aisera's AI Copilot does not just answer questions; it actually resolves issues end-to-end. Password resets, access provisions, and software installations are handled completely automatically without any human involvement. That capability for autonomous actions is what separates Aisera's AI Copilot from basic question-answering chatbots.

“The third feature is continuous learning. Every resolved ticket, whether by AI or human agent, makes the system smarter. I see measurable improvement in auto-resolution rates month over month without any manual retraining. The system generally gets better over time.

“A few smaller but appreciated details include smart escalation routing. When Aisera's AI Copilot cannot resolve an issue automatically, it does not just create a generic ticket; it intelligently routes escalations to the most appropriate human agent based on issue type, agent expertise, and current workload. The right ticket goes to the right person automatically, saving significant coordination overhead.

“Another detail is conversation memory. If an employee has raised the same issue previously, Aisera's AI Copilot remembers the context and previous resolutions, allowing returning employees to get faster responses. It might say something such as, "I see you had a similar issue last month. Let me try the same resolution first." That personal touch in an enterprise tool is genuinely surprising.

“Finally, I appreciate the response formatting. Aisera's AI Copilot never bombards employees with text. Responses are always clearly formatted, with numbered steps for technical instructions, bullet points of options, and bold text for important warnings. That attention to communication quality makes employees actually read and follow the responses rather than ignoring them.

“The most underrated feature that I wish more people talked about is the knowledge gap identification capability. More people evaluate Aisera's AI Copilot purely on what it can resolve automatically, but what nobody talks about is how valuable it is for what it cannot resolve. Every time Aisera's AI Copilot fails to answer a query confidently, it flags that as an unresolved intent. Over time, these unresolved intents accumulate into a clear picture of exactly what knowledge is missing from documentation. Before Aisera's AI Copilot, my team had no systematic way of knowing what employees were struggling with that was not documented anywhere. I was essentially flying blind on knowledge gaps.

“After three months of Aisera's AI Copilot deployed, I ran a report on top unresolved intents and discovered something fascinating. The three most common knowledge gaps were around newly deployed internal tools that nobody had documented properly, confusing VPN configurations for remote workers, and an unclear expenses reimbursement process that kept generating IT-adjacent queries. I fixed all three documentation gaps within one week, and the auto-resolution rate jumped by nearly twelve percentage points immediately after.

“These features together, knowledge gap identification and executing reports, are what I would highlight to anyone evaluating Aisera's AI Copilot. They are not the flashy features in the demo, but they deliver some of the most profound long-term organizational value..”

B Goswami

Product Manager at Zidio development

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Other Solutions Considered

“We were using Microsoft Copilot before Aisera's AI Copilot.

“I decided to switch from Microsoft Copilot to Aisera's AI Copilot because Aisera's AI Copilot looks more modernized, its accuracy score is higher than the previous one, and we have had good results with it..”

Edwin Nderitu

BI Analyst at Zoho

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ROI

Real user quotes about their ROI:

“The impact of Aisera's AI Copilot is immediate and significant. First, ticket deflection: roughly sixty to sixty-five percent of routine IT tickets are automatically resolved by Aisera's AI Copilot without human agent involvement, dramatically reducing the workload on my IT team. Second, response time improvement: employee queries that previously waited hours for human responses are now answered instantly, twenty-four hours a day, seven days a week. Third, employee satisfaction has greatly improved; people stopped feeling frustrated waiting for IT support, and instant resolution significantly improved the overall employee experience. Fourth, IT team productivity has surged; freed from repeated tickets, my IT team can focus on strategic infrastructure improvements. Finally, cost reduction: a lower ticket volume handled by humans means significant savings in support operational costs.

“When discussing metrics, Aisera's AI Copilot provides very comprehensive metrics including ticket deflection rate, the percentage of tickets resolved without human intervention, mean time to resolution, user satisfaction score, post-resolution feedback from employees, auto-resolution rate broken down by category such as password resets, access requests, and software issues, knowledge base coverage, escalation rate, and an ROI dashboard showing cost savings from automated resolutions versus human-handled tickets..”

B Goswami

Product Manager at Zidio development

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Use Case

“We mainly use Aisera's AI Copilot to help us with technical tasks and also retrieval in our RAG system, mostly searching the company's internal knowledge.

“For example, some of our customers want to implement an LLM in their chatbot, so when a user types a request like 'I need a new bag,' Aisera uses the LLM models specifically trained on the customer's enterprise data to understand the context instead of relying on strict keyword matching.

“We also use the Dynamic Action Agents with Aisera's AI Copilot, which we use to customize our agentic use case..”

Edwin Nderitu

BI Analyst at Zoho

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“I have approximately two years and six months of hands-on experience with Aisera's AI Copilot.

“I primarily use Aisera's AI Copilot for automating IT support and employee service requests. It helps users obtain answers, resolve common issues, and create service tickets through conversational interfaces.

“Regarding the biggest advantage of Aisera's AI Copilot, IT service desk automation is probably the strongest use case. It helps employees route issues without needing direct support from an agent.

“We noticed that with Aisera's AI Copilot, a significant portion of routing requests could be handled automatically. It reduced the workload on support teams, allowing developers and support teams to spend less time handling repeated requests and more time focusing on higher-value projects. That represents the best advantage..”

Prakhar Birthare

Machine Learning Engineer at Jaypee University of Engineering and Technology

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“I use Aisera's AI Copilot mainly for three things: automating repeated IT support tickets, providing instant AI-powered answers to employee queries, and integrating with existing tools such as Slack and ServiceNow to streamline helpdesk operations.

“Integration with both Slack and ServiceNow is one of the highlights of my Aisera experience. Starting with the Slack integration, this was completed seamlessly. Employees can simply message Aisera's AI Copilot directly in Slack exactly the way they would message a colleague. There is no need to open a separate portal or remember a different URL. The conversation interface feels completely natural. For example, an employee would type something, "I cannot access the VPN" directly in Slack, and Aisera's AI Copilot would respond with step-by-step troubleshooting instructions, check their access permissions automatically, and either resolve the issue instantly or escalate to a human agent, all without leaving Slack. The biggest win with Slack integration was employee adoption. Because it lived inside a tool people already used every day, adoption was almost immediate. No training was required, no behavior change needed.

“For ServiceNow integration, this worked beautifully as a two-way connection. When Aisera's AI Copilot could not resolve an issue automatically, it creates a properly formatted ServiceNow ticket automatically with full conversation context already populated. Human agents receiving those tickets had complete background information, with no back-and-forth asking basic questions. One improvement I would suggest is deeper ServiceNow workflows triggered. Currently, Aisera's AI Copilot creates and updates tickets well, but triggering complex, multi-step ServiceNow workflows automatically still requires some custom configurations..”

B Goswami

Product Manager at Zidio development

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Customer Service and Support

“I am not directly part of conversations with Aisera's AI Copilot support, but some of my colleagues are part of those conversations.

“My experience with Aisera's AI Copilot support is generally positive.

“I have rated my experience with Aisera's AI Copilot support as 8.5 out of 10..”

Prakhar Birthare

Machine Learning Engineer at Jaypee University of Engineering and Technology

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Other Advice

“I give Aisera's AI Copilot an 8 on a scale of 1 to 10.

“I chose an eight because it serves the purpose at the moment, and it has really helped us work efficiently.

“At the moment, we trust Aisera's AI Copilot with our data, and we trust the founders and them with our data regarding Aisera's AI Copilot's governance and security.

“The output from Aisera's AI Copilot has been quite well-received from our managerial position, so we do not have any complaints regarding its accuracy and reliability of output.

“I advise that Aisera's AI Copilot is the best solution for your enterprise, and if you want to build any chatbot or RAG system, it is the best.

“My overall rating for this product is 8 out of 10..”

Edwin Nderitu
BI Analyst at Zoho

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“I am also working with [ArangoGraph](#) and have hands-on experience with both [ArangoGraph](#) and Aisera's AI Copilot.

“You can start with Aisera's AI Copilot. My role is a customer segmented type with Aisera's AI Copilot. I am a user of Aisera's AI Copilot but also a maintainer for my company.

“I am not suggesting anyone use another product because I directly work with Aisera's AI Copilot and it is definitely good. It has provided a services management


platform that automates employee and customer support processes through conversational AI with self-service capabilities, making it a good solution that I can directly suggest to anyone.

“We chose Aisera's AI Copilot because we wanted more automation and a better self-service experience for employees. It is straightforward and not complicated at all. Anyone can implement it, even beginners.

“I have given this review an overall rating of 8 out of 10..”

Prakhar Birthare

Machine Learning Engineer at Jaypee University of Engineering and Technology

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“I would add that in my team or my perspective, a few additional things are worth sharing. One thing that genuinely surprised me was how different team members interacted with Aisera's AI Copilot differently, and the system handled all of them well. For example, my junior developers used it heavily for environment setup queries, thinking configuring local development environments, setting up [AWS](#) credentials, and resolving dependency conflicts. Aisera's AI Copilot handled their queries consistently and accurately, providing what felt having a senior developer available twenty-four hours a day, seven days a week for basic questions. My non-technical team members such as HR, finance, and operations used it completely differently, asking simple things such as how to request software licenses, how to reset passwords, and how to connect to printers. Aisera's AI Copilot adapted its response style automatically—more technical for developers, simpler language for non-technical users. That adaptive communication was genuinely impressive.

“Another use I discovered was onboarding new employees. New juniors had hundreds of basic questions about where to find documents, how to set up tools, and who to contact for what. Aisera's AI Copilot has become the first point of contact for every new employee. Onboarding time reduced by roughly thirty percent because new joiners received instant answers instead of waiting for

someone to respond. Overall, Aisera's AI Copilot has become much more than a helpdesk tool for me; it is a central nervous system connecting employees to information and IT support across the entire organization.

“Out of all those features, the one that has had the biggest impact on my team is definitely the auto-resolution engine. The reason is simple: it delivers immediate, tangible value from day one. Continuous learning is powerful, but its impact compounds gradually over months. The auto-resolution engine changed my team's daily reality instantly. Let me share a specific story that captures this perfectly. In my first week of deployment, my IT team handled roughly eighty to ninety tickets per week manually, with password resets alone accounting for nearly twenty-five to thirty percent of that volume. Every single password reset required an IT agent to verify identity, reset credentials, and respond to the employee, taking roughly fifteen to twenty minutes per ticket. After Aisera's AI Copilot's auto-resolution engine went live, every password reset was handled automatically. Employee requests involved identity verification through Slack, where Aisera's AI Copilot verified through existing identity providers, reset passwords, and notified the employee. The entire process was completed in under two minutes with zero human involvement. That single automation saved my IT team approximately six to eight hours per week, just on password resets alone. The deeper impact was psychological; my IT team stopped dreading Monday mornings. Previously, weekends meant accumulated tickets and backlogs waiting on Monday. After Aisera's AI Copilot had already resolved most routine issues automatically, team morale visibly improved.

“Aisera's AI Copilot is deployed as a SaaS public cloud solution, fully managed by Aisera with no on-premises option required for my use cases. I connect it to my existing [AWS](#) infrastructures through API integrations. That SaaS model means zero infrastructure management on my side, which is ideal for my team size and operational capacity.

“I purchased Aisera's AI Copilot directly through Aisera's sales team. The enterprise nature of the product means I needed custom contract terms and SLA agreements that are better handled through direct procurement than marketplace listings.

“Several practical pieces of advice for those looking into using Aisera's AI Copilot include investing heavily in knowledge base quality before going live. Aisera's AI Copilot is only as good as the information it has access to; garbage in, garbage out applies strongly here. Start with the highest volume, repeated tickets: identify your top ten most common IT requests and configure Aisera's AI Copilot to handle those perfectly before expanding the scope. Set clear employee expectations by communicating what Aisera's AI Copilot can and cannot do; employees who understand the system use it more effectively. Monitor hallucinations actively in the early weeks by reviewing AI responses regularly during initial deployment to catch and correct inaccuracies before they erode user trust. Finally, keep a human in the loop for sensitive issues; never fully automate HR, legal, or security-related queries, and always route those to human agents.

“From a security perspective, Aisera's AI Copilot takes AI governance seriously, which is especially important since it handles sensitive employee and organizational data. Data encryption at rest and in transit, SOC 2 Type II compliance, and role-based access control are all in place. Employee query data is handled with appropriate privacy controls. From a governance perspective, administrators can define guardrails around what topics the AI can and cannot respond to; that level of control is essential for enterprise deployments. However, AI transparency could improve understanding of exactly how the model makes decisions and which training data influence responses, which would strengthen governance for compliance-heavy organizations. Overall, the foundation for governance is solid, but as AI capabilities expand, more granular oversight tools will be needed.

“The accuracy of Aisera's AI Copilot is generally strong. For common IT scenarios such as password resets and access requests, accuracy is consistently above ninety percent. The system handles well-defined, repeated queries accurately. However, for complex, ambiguous queries, accuracy drops to around seventy to seventy-five percent, as the system sometimes misunderstands context or generates plausible but incorrect responses. Overall, I would rate accuracy an eight out of ten for standard queries and a seven out of ten for complex ones.

“My overall review rating for Aisera's AI Copilot is eight out of ten..”

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