

UNLOCK YOUR KNOWLEDGE WITH AGENTIC AI TO IMPROVE SERVICE MANAGEMENT OUTCOMES



For IT and support teams, a well-maintained knowledge base is the foundation of efficient service management. An extensive knowledge repository helps employees quickly find answers to issues, reduce downtime, and improve productivity. When current, accurate knowledge is stored, categorized, and easily accessible, IT and support teams can ensure the efficient reuse of best practices and proven solutions.

That said, building and maintaining a high-quality knowledge base is a challenge for many organizations. As information constantly evolves, support teams struggle to keep articles up to date, eliminate redundant or conflicting content, and ensure knowledge remains relevant and validated.

When knowledge bases are poorly managed, employees are more likely to abandon self-service options and escalate issues to service teams, increasing workloads and driving up support costs. Generative AI (GenAI) and agentic AI are set to transform these processes by automating knowledge creation, curation, and maintenance.

The next generation of knowledge management

Traditional knowledge management requires significant manual effort—from documenting best practices to curating and validating content—which puts a strain on time and resources. GenAI and agentic AI can ensure that knowledge remains accurate, accessible, and actionable by:

1. **Automating knowledge creation:** GenAI can draft new knowledge articles by analyzing resolved incidents, support interactions, and historical data to suggest structured, easy-to-

understand articles that support teams can review and publish, significantly reducing the time required to document best practices and solutions.

2. **Enhancing knowledge curation:** Agentic AI can continuously monitor knowledge usage, identifying which articles are most helpful and which need updates. It can also recommend archiving or consolidating outdated or underutilized articles, ensuring that only the most relevant and effective content remains accessible.
3. **Deduplicating and consolidating content:** AI can scan the knowledge base to detect duplicate or conflicting articles and merge them into a single, authoritative source, making reliable answers easier to find.
4. **Automating knowledge validation:** AI-driven validation processes can cross-check articles against the latest policies and best practices, reducing the risk of incorrect information persisting in the knowledge base and ensuring that accurate guidance is always available to employees.
5. **Delivering actionable, summarized answers:** AI can provide concise, actionable summaries based on validated knowledge articles, enabling faster decision-making and minimizing the time employees spend browsing lengthy documents and searching for information.

Enterprise-wide benefits

The adoption of GenAI and agentic AI in knowledge management yields benefits for support teams, employees, and the organization.

- **For IT and other support teams,** AI automates knowledge creation and maintenance, reducing manual workloads, improving response times, and minimizing escalations so they can focus more on strategic initiatives.
- **Employees** gain faster self-service resolutions through AI-driven interfaces, accessing up-to-date knowledge without having to sift through outdated information.
- **Organizations** become more agile and lower their operational costs as AI reduces manual efforts, increases self-service adoption, and decreases ticket volume.

The future of knowledge and service management is AI-driven

As AI capabilities continue to evolve, the role of GenAI and agentic AI in service management will expand. It's not just an enhancement, it's also a transformation enabler, providing the automation and intelligence needed to overcome traditional knowledge management challenges and deliver precise, actionable answers that empower employees and optimize support operations. By adopting AI-driven knowledge management, organizations can achieve higher productivity, lower costs, and better experiences that benefit everyone.

[BMC HelixGPT](#) offers a glimpse into the potential of agentic AI. The question is no longer whether enterprises should adopt [AI-driven service management](#), but how soon. To learn more about BMC Helix and our suite of [agentic AI](#) capabilities, click [here](#) or contact [BMC Helix](#).