

# Aternity Self-Service powered by Agentic AI

## Automate Triage, Cut Tickets, Empower Employees

### Why Traditional Tools Struggle

IT service desks are overwhelmed by repetitive tickets, spending too much time on basic triage and diagnostics before resolution even begins. Manual processes slow mean time to resolution (MTTR), frustrate employees, and drive-up support costs.

In today's cost-conscious environment, enterprises are under pressure to improve efficiency and reduce service desk spend, without compromising employee

experience. Existing self-service portals and chatbots often deflect tickets but rarely solve problems, forcing issues back to L1 support.

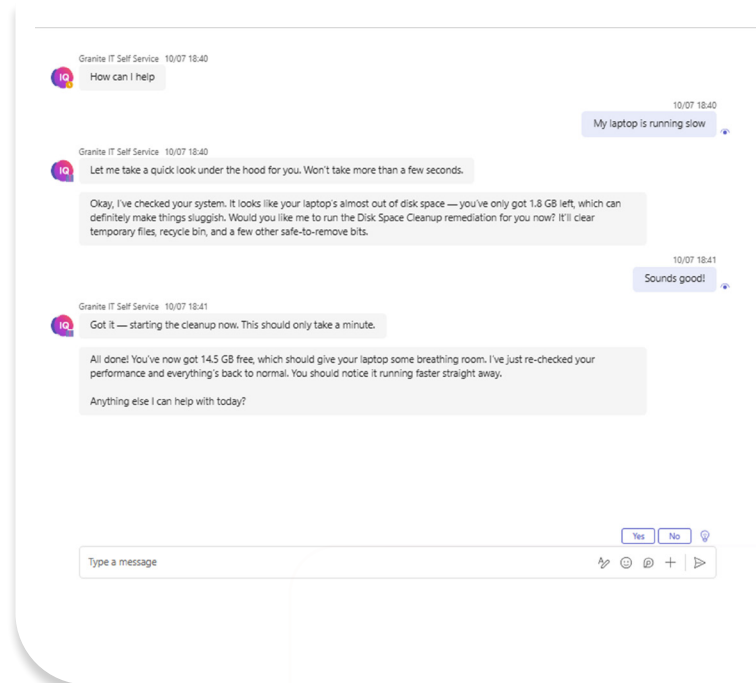
As hybrid work and collaboration tools like Teams add complexity, the gap between detection and resolution widens, draining productivity. Organizations need an automated, scalable way to triage and resolve issues, freeing IT to focus on higher-value work.

### AI-Powered, Autonomous Remediation

Unlike traditional self-service portals or chatbots that merely serve as basic assistants to attempt resolving simple issues, Riverbed Aternity Self-Service leverages the Riverbed Platform's Agentic AI to handle end-to-end issue resolution. Once a problem is detected, the AI agent executes triage, runs endpoint and network diagnostics, applies fixes, and validates resolution. If the issue persists, it automatically generates a fully contextualized ticket for higher-level support, bypassing Level 1 triage entirely.

### Step-by-Step Autonomous IT Support Journey

1. An issue is detected or reported.
2. Agentic AI triages and diagnoses root cause.
3. Recommends, autonomously remediates if allowed to by policy, validates success.
4. Creates a ticket with context and outcomes for auditing or follow-up IT action.



## Business Impact at a Glance

Deliver measurable gains in cost savings, productivity, and Service Desk efficiency.



### Autonomous Issue Resolution:

Reduce ticket volume and accelerate MTTR with automated triage and fixes.



### Unique Skills Architecture:

Modular “skills” combine device telemetry and network data for deeper insights and more accurate resolutions.



### Smarter Ticket Escalation:

Escalate only when necessary, with complete diagnostic context for faster resolution.



### Seamless Ecosystem Integration:

Deploy in minutes into Microsoft Teams, or other 3rd party enterprise systems employees already use.

## Business Results You Can See: Efficiency and Savings

- Ticket deflection reduces L1 workload and cost.
- Employees return to productivity faster with instant remediation.
- Rapid five-minute setup with admin-friendly deployment.

**Automate. Resolve. Transform IT Support.** Experience Aternity Self-Service and see how Agentic AI transforms support by reducing tickets, accelerating resolution, and empowering employees with instant, intuitive help.

[Request a Demo](#)



### About Riverbed

Riverbed, the leader in AI observability, helps organizations optimize their users’ experiences by leveraging AI automation for the prevention, identification, and resolution of IT issues. With over 20 years of experience in data collection and AI and machine learning, Riverbed’s open and AI-powered observability platform and solutions optimize digital experiences and greatly improve IT efficiency. Riverbed also offers industry-leading Acceleration solutions that provide fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of market-leading customers globally – including 95% of the FORTUNE 100 – we are empowering next-generation digital experiences. Learn more at [riverbed.com](https://riverbed.com)

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