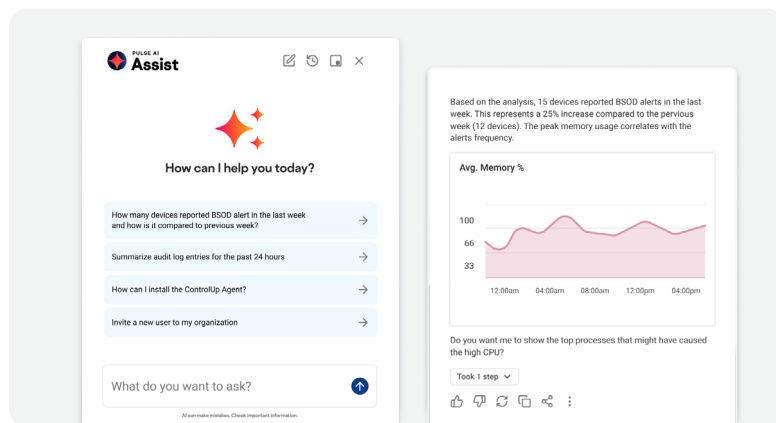


Pulse AI Assist

Redefine IT Operations with an Intelligent, Conversational AI Agent

Supporting Physical Endpoints and Cloud PCs in a Hybrid World

ControlUp Pulse AI Assist goes beyond static dashboards and manual investigation by giving IT teams a live, conversational interface to their entire environment.



Instead of jumping between tools or writing ad-hoc queries, technicians simply ask a question in natural language, and Pulse AI Assist pulls and interprets real-time DEX data to deliver a precise, guided answer.

With ControlUp Pulse AI Assist, teams don't just react to incidents; they outpace them. Pulse AI Assist continuously correlates signals across endpoints, applications, networks, and identity systems, surfacing root causes and recommending next steps before issues escalate. And when a problem does surface, automated ITSM ticket creation and guided remediation close the loop without manual effort.

ControlUp Pulse AI Assist transforms reactive and fragmented IT operations into an intelligent, autonomous, and conversational experience.

BENEFITS OF PULSE AI ASSIST

View real-time root cause analysis by correlating live data across your entire environment with no manual investigation required.

Accelerate resolution with natural language queries that surface device diagnostics, process data, and event logs in seconds.

Reduce escalations and ITSM volume by guiding users and technicians to the right fix automatically, before a ticket is ever created.

Connect AI intelligence to your existing tools through seamless ITSM integration, web search, and API access that extends AI across every workflow.

Natural Language Interface	Technicians interact with their IT environment through plain conversational prompts, eliminating the need for custom queries or specialized tool knowledge.	Ask questions in plain English and get precise, context-aware answers
		Maintain conversation context across multiple follow-up queries
		Identify root cause from a single prompt without switching tools
Real-Time Data Insights	Pulse AI Assist connects directly to the ControlUp platform to pull live endpoint, session, and application telemetry into every response.	Live device diagnostics via the ControlUp SIP agent
		Real-time insights across CPU, memory, storage, and network
		Fallback diagnostic data gathering when direct telemetry is unavailable
Guided Diagnostics & Remediation	Admins receive step-by-step guidance and recommended actions, turning complex troubleshooting into a clear, confident path to resolution.	AI-generated root cause analysis with supporting evidence
		Recommended remediation steps surfaced in flow
		Proactive suggestions for Synthetic Monitoring and preventive action
ITSM Ticket Automation	When an issue cannot be resolved through Pulse AI Assist, it automatically generates a fully populated incident ticket upon user confirmation.	One-click ServiceNow incident creation with full context
		Seamless handoff from AI diagnosis to ticketing workflow
		Reduces manual data entry and ticket creation time
Web Search & Summarization	For issues outside the ControlUp data set, Pulse AI Assist conducts live web searches and delivers filtered, relevant summaries directly in the conversation.	Instant access to knowledge base articles and public guidance
		Results filtered and summarized for IT-specific relevance
		Reduces time spent manually searching external resources
Public API Access	Organizations can integrate Pulse Assist intelligence into their own tools, dashboards, and automated workflows through a single secure endpoint.	Query ControlUp's AI programmatically and surface answers where your team already works
		Full RBAC enforcement with no data exposed beyond user permissions
		Embed AI insights into ITSM platforms, Slack bots, and internal tools

ControlUp is the AI company for IT operations that keeps the digital workplace running. Leading DEX capabilities and agentic AI come together to see, detect, ask, and remediate issues before they reach employees, enabling Autonomous Endpoint Management (AEM). IT leads, employees thrive, and work flows.