



AI WORKFORCE FOR MANAGED SERVICES

Resolve more tickets without **scaling** the **service desk**.

How a small workforce of AI roles takes on the recurring work in a service desk, with your team still owning every decision that matters.

Metacto is your AI Acceleration partner. We build AI roles around the work your business already does, deploy them in your own environment, and keep them accountable, measurable, and improving. Human oversight goes where the work needs it.

SERVICE DESK AI ROLES

● 4 RUNNING

Tier 1 Support AI Role

TICKET #4417

Resolved · 4 min

identity verified

awaiting tech review

writes back · PSA

Alert Triage AI Role

Correlating 38 alerts · 6 actionable

ACTIVE

Escalation Briefer AI Role

Briefing 14 escalations · 3 breaching SLA

3 AT RISK

Remediation Runner AI Role

Running approved fix · disk cleanup

APPROVED

MODELED RESULTS · P.3

\$245K /
yr

modeled capacity recovered

42%

ticket volume Tier 1 eligible

6

governed AI roles in production



SEE IT RUN

01 • WHAT A GOOD AI ROLE LOOKS LIKE

Ticket #4417 resolved automatically, verified, and closed in your PSA.

One role, one inbound ticket, four minutes. Five tags mark the standards of safe execution: human oversight, verifiable proof, and automatic record write-back.

TIER 1 SUPPORT AI ROLE · ACME MANUFACTURING

✓ every line cited

EP 1: TRIGGER IDENTIFIED
Ticket · ServiceNow · 09:14 · #4417: "Locked out of my account after the laptop refresh — need access before the 10am board call."

✓ system of record

✓ human in the loop

STEP 2: THE ROLE ASSEMBLES CONTEXT
#4417 · ACCOUNT LOCKOUT AFTER DEVICE REFRESH
Identity verified · Okta MFA challenge
Entitlement check · VIP support tier
Prior incidents · same device, 30 days
Recommended action

Passed [Cited Okta log]
Confirmed [Cited PSA contract]
2 found [Cited RMM history]
Unlock + reset
✓ ROI you can measure

✓ asks, never guesses

STEP 3: TECHNICIAN'S EXPLICIT APPROVAL
Approve ✓ awaiting tech review

4: WRITE-BACK TO SERVICENOW
written back Closed #4417 in ServiceNow · resolution note attached

EXCEPTION (IF TRIGGERED)
"No matching entitlement, or a failed MFA challenge? The action is held, and flagged in the review dashboard."

Inside the full blueprint

- P.3** What \$245K/yr of recovered capacity looks like
- P.5** AI roles, mapped to your service desk
- P.9** Score your AI readiness: 5 factors, 25 points



What a governed service desk looks like **ninety days in.**

Mid-market MSP · ~3,200 tickets a month across all clients · six governed AI roles, each behind a human review queue with its own approval threshold. Figures modeled from the inputs on page 7.

\$245K /yr

Modeled annual capacity recovered

Modeled

42%

Ticket volume eligible for Tier 1

Modeled

6

Governed AI roles in the queue

Illustrative



SERVICE-DESK-COPILOT.APP/REVIEW

ACTIVE REVIEW

→ Escalations (12)

Briefings Log

AI ROLES SECTION

- Tier 1 Support
- Alert Triage
- Escalation Briefer
- Closeout Checker

1,344 runs

94% approved

38 flagged

Entitlement mismatch · VIP tier not found

HIGH RISK

Anomaly · Repeat lockout, same device

MEDIUM

Remediation drafted · Awaiting tech approval

APPROVE

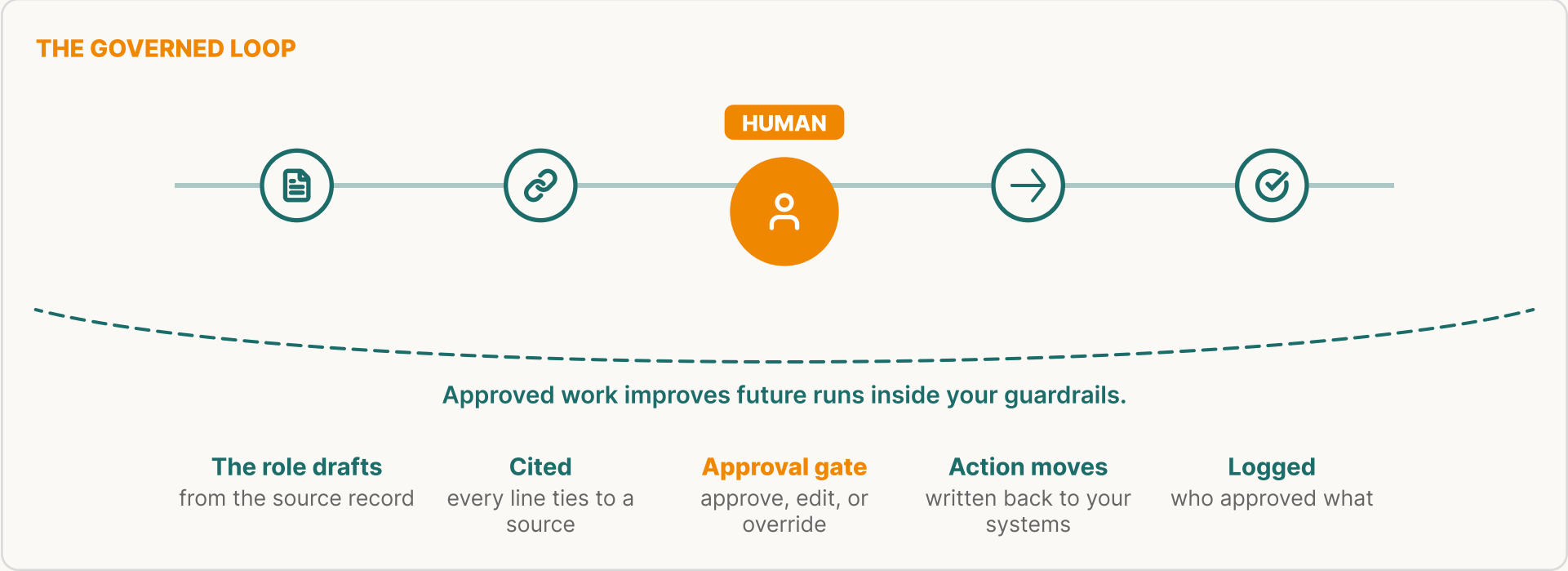
Every step an AI role takes is visible before it happens and auditable after: the record it read, the policy it matched, the technician who approved it, and the system it wrote back to.

The ~\$245K is a modeled 12-month opportunity built from the inputs on page 7 — ticket volume, Tier 1 eligible share, technician minutes per ticket, and loaded cost. It is not a delivered result. Approval gates stay with your technicians throughout.



Your team decides. The role prepares the work.

AI roles earn trust while you use them, and approved work improves future runs. Every Metacto AI role runs the same governed loop, ensuring absolute visibility over every source, calculation, and system write-back.



One ticket, fully accounted for

- 09:14 | Ticket raised in ServiceNow
- 09:15 | AI role verifies identity and entitlement, citations attached
- 09:17 | Technician approves the action (human decision)
- 09:18 | Written back to PSA / ITSM
- 09:18 | Immutable audit entry logged to secure database

The controls, as your team sees them

PERMISSIONS

Signed in: Service Desk Tech · Acme Manufacturing only

CITATION

MFA pass → Okta log 09:15 · policy IAM-04

EXCEPTION

⚠ Entitlement not found · action held for review

AUDIT

J. Smith edited the reset scope · approved 09:17



Your operating model, turned into a governed AI workforce.

Built around the work your company already does, and the people who already own it. Your technicians, service managers, and account leads keep every decision; specialized AI roles prepare the work, route it to your team, and carry approved records into the next workflow.

- **Inbound ticket**
#4417 · 09:14 · flags a lockout the moment it is raised
- **Tier 1 Support AI Role**
verifies identity and entitlement · every step cited → your tech's queue
- **Tech review**
approve, edit, or reject · each action logged → approved
- **Closeout Checker**
confirms the resolution note and time entry are complete → PSA
- **Service Reporter**
stages the approved ticket into the monthly client report

Your team's queue

3 waiting

#4417 · account lockout

AWAITING TECH

#4422 · backup job failed

CITED · READY

#4431 · onboarding

NEEDS APPROVAL

MORE KINDS OF RECURRING WORK AN AI ROLE CAN COVER:

Escalation Briefer

Alert Triage

Remediation Runner

Onboarding & Offboarding

Backup Exceptions

Agreement Review

Procurement Requests

Appointment Coordination

Proposal Preparation

Billing Support

AI-Role Governance Monitor

Roles are designed around your business's work, not selected from a menu. Every AI role protects one of four service-desk pillars: Margin (technician touches), Speed (mean time to resolution), Cash (time to invoice), or Risk (governance).

NEXT How Metacto builds it inside your stack >



AI roles work inside the systems you already run.

Designed around the software you already run: your team on top, governed intelligence in the middle, your systems of record at the base.

1

Human Interface

your team

Technician queue · service manager queue · approve, edit, or override AI role output before any system write-back occurs.

DRAFTS STAGED FOR REVIEW ▲ / ▼ APPROVALS & EDITS COME BACK

2

Intelligence

specialized AI roles

AI roles draft & prepare · grounded steps based on your specific runbooks and cited record data.

AI ROLES RUN ON GOVERNED CONTEXT ▲ / ▼ APPROVED WORK COMPOUNDS THE CONTEXT

3

Context

your operating knowledge

Connected records · the logic of your business, roles, permissions, and exception thresholds.

READS THE SOURCE RECORDS ▲ / ▼ WRITES APPROVED RESULTS BACK · AUDIT LOGGED

4

Systems of Record

your software

PSA · ITSM · RMM · tickets, assets, identities, alerts, contracts, entitlements, and time entries.

CONNECTED PLATFORMS:

ServiceNow

Okta

Microsoft Teams

Power Automate

NEXT

How Metacto builds it and keeps it improving >



How Metacto builds it and keeps it improving.

Metacto maps, designs, builds, and integrates AI roles around the work your business already does, then keeps them accountable, measurable, and improving. Three stages, one accountable path.



01

AI Workforce Review

Where recurring work is costing the most technician time and margin, and the first one or two roles mapped around it.

45 MINUTES



02

Launch & Prove

We structure your context, build the first roles on your live systems, and prove them behind a human review queue.

SCOPED AT THE REVIEW



03

Managed Operations

Review gates, quality and cost tracking, and monthly value reviews; approved work compounds into better runs.

ONGOING

Standard path: We start with one core high-impact workflow (e.g., Tier 1 ticket resolution or Alert Triage) to prove the governance loop before scaling the workforce.

Stop the service, keep the workforce. The AI roles you deploy stay yours and keep running on their last deployed version. What ends is Metacto keeping them accountable, measured, and improving.

NEXT

[The value model: what funds the build >](#)



Your number gets built before you commit budget.

Ticket-deflection opportunity · your inputs

Tickets per month across all clients

[]

Tier 1 eligible share % of ticket volume

[]

Technician minutes per ticket current average

[]

Technician hours recovered × loaded labor cost

[]

Estimated annual opportunity:

\$

Worked example

ILLUSTRATIVE

Tickets per month mid-market MSP, all clients

3,200

Tier 1 eligible share % of ticket volume

42%

Technician minutes per ticket current average

14 min

Technician hours recovered 3,763 hrs × \$65 loaded

\$244,600

Your estimated annual opportunity:

≈ \$245K / YR



Score your AI readiness.

Business impact	margin, resolution time, cash, or risk moves on every ticket	/ 5
Workflow repeatability	recurs on every client	/ 5
Source readiness	records exist in systems	/ 5
Approval clarity	one owner who signs off	/ 5
Implementation path	clean destination system	/ 5

TOTAL SCORE: _____ / 25

21-25: READY TO MAP

Book an AI Workforce Review

15-20: NEEDS DISCOVERY

Worth mapping workflow logic

< 15: PREPARE FIRST

Line up digital records first

Your Service Desk AI Workforce Starts Here.

45 minutes. We look at where recurring work is costing the most technician time, and map the first one or two roles around it. Nothing to prepare.

Build Your AI Workforce