

# Iva Agents: Automated Workflows For Your Everyday Needs

A unified, intelligent interface for fulfilling requests instantly

## Overview

Iva Agents transform everyday work by executing tasks, answering questions, and triggering automated workflows — all from a single chat interface. No catalogs, no tool-hopping, no complexity. Just type what you need, and the agent gets it done.

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## How Users Benefit

- They don't need to know where things are — just what they want.
- They save minutes (or hours) every day by avoiding forms, portals, and tool silos.
- They get things done on the first try, without navigating complex systems.
- They stay inside Teams, where they already work all day.
- They experience automation without ever seeing the complexity behind it.

## Business Impact

- **Zero tool switching** — one chat window replaces Jira, ServiceNow, Salesforce, and other apps.
- **Faster task turnaround** — eliminate page-to-page navigation and manual form-filling.
- **Embedded in MS Teams** — users can trigger any Iva Agent directly inside Teams.
- **Enterprise-wide value** — works for IT, HR, Engineering, Finance, Sales, and more.

# What Iva Agents Deliver for Your Users

I am facing sync issues in one drive

I understand you are facing sync issues in OneDrive. Let me guide you through a few steps to troubleshoot it:

#### 1. Check Internet Connection:

- Ensure you are connected to the internet.

#### 2. Sign In:

- Make sure you're signed into OneDrive with your work account.

#### 3. Restart OneDrive:

- Right-click the OneDrive icon in the system tray.
- Select "Close OneDrive".
- Reopen OneDrive from the Start menu or by searching for it.

Were you able to resolve the issue with these steps?

Sources: [Sync Issues in One Drive.docx](#)



## Self-Service Requests

**Benefit:** Users complete tasks in seconds instead of navigating catalogs.

Users simply type what they need. The agent generates the form, validates inputs, and triggers the required workflow automatically.

### Example use cases

- AccessGate Agent — handles access requests (VPN, GitHub, Jira, SaaS tools).
- ProvisionPro Agent — creates resources like GitHub repos, cloud instances, or test environments.
- ITSM Connector Agent — raises, updates, or closes ServiceNow tickets directly from chat.

### Ideal for:

Structured catalog-driven requests that previously required browsing portals.

M365 - Create New Shared Mailbox

Shared Mailbox Name \*  
testmailbox2

Shared Mail ID \*  
testmailbox2@digitalxc.in

Submit

## Self-Help for Instant Answers

**Benefit:** Zero waiting. Zero tickets.

When a user asks a question, the agent retrieves the right steps, knowledge, or guidance immediately.

### Example use cases

- GuideMate Agent — helps users troubleshoot VPN, access issues, password resets, laptop problems.
- PolicyPal Agent — explains HR, IT, or security policies on demand.
- How-To Helper Agent — provides step-by-step instructions for tools, processes, or internal workflows.

### Ideal for:

Troubleshooting, FAQs, process clarification, quick information needs.

## Quick Actions

**Benefit:** Multi-step tasks executed end-to-end without human effort.

These agents execute lightweight, high-frequency tasks without needing any catalog entry.

### Example use cases

- TicketOps Agent — create, update, or close ITSM or Jira incidents without opening the tool.
- MeetMe Agent — schedule meetings, send calendar invites, or set reminders.
- SalesSleuth Agent — fetches leads, opportunities, or pipeline insights from Salesforce.
- LeaveBuddy Agent — applies for leave, checks balance, and sends notifications to managers.

### Ideal for:

Repetitive, everyday, operational actions that slow teams down and require coordination between people, tools, or data sources