

Kaseya 365 Ops

Cooper Copilot AI

Overview

Kaseya 365 Ops seamlessly connects business operations with IT execution to help teams perform at their best. With built-in Cooper Copilot AI, it drives real, measurable results, giving technicians more time, fewer errors and greater efficiency.



AI Capabilities that supercharge your workflow

As part of Kaseya 365 Ops, you get full access to all Cooper Copilot AI features, designed to save time, reduce errors and boost technician productivity. And this is just the beginning, more AI-driven capabilities are on the way.

Feature	Product	Description
Smart Assist	IT Glue	Identifies outdated, duplicate or unused documentation for cleanup and highlights popular SOPs you can replicate across clients or locations. Keeps your data accurate, relevant and audit-ready.
Smart Create	IT Glue	Auto-generates flexible asset templates that consolidate complex IT info into a single, structured view. Perfect for new techs or dynamic orgs.
Smart Relate	IT Glue	Automatically suggests related IT assets (like users to devices or passwords to endpoints) and continuously improves over time based on your input.
Smart SOP Generator	IT Glue	Captures every technician action in real time across browser and endpoint remote sessions, and automatically creates structured and completed SOPs. No manual writing, formatting or editing required. SOPs are saved in IT Glue for instant reference.
Smart Ticket Summary	Autotask and Kaseya BMS	Instantly generates clear summaries of ticket threads, including the core issue, actions taken.
Smart Resolution Summary	Autotask and Kaseya BMS	Auto-creates detailed, professional resolution summaries based on technician input and ticket activity.
Smart Writing Assistant	Autotask and Kaseya BMS	Transforms technical ticket details into clear, user-friendly messages, saving time and ensuring every communication is professional, polished and easy to understand.
Smart Ticket Triage	Autotask	Automates the categorization, association and routing of service tickets based on historical data. By learning from past tickets, it intelligently identifies related or duplicate issues and ensures each ticket reaches the right technician faster.

Work smarter, not harder

With AI embedded throughout the Kaseya 365 stack, your team gets:



30-60 minutes saved per technician per day to focus on higher-value work



Standardized, high-quality service that scales across technicians and end users



Eliminate low-value tasks that often get skipped but still impact service quality

On average, each technician saves 16+ hours monthly through faster documentation, streamlined communication and AI-driven workflows that amplify impact and fuel business growth.

Take a peek at what our customers have to say

"[IT Glue] has helped us remove outdated legacy data, reducing liability and giving us peace of mind with a lean, secure and up-to-date documentation environment."

Frank Merino, COO, Forthright Technology Partners Inc.

"This is the first time I am seeing AI-generated content that I would actually use. What I have seen from other tools doesn't sound like a human. Cooper Copilot for Autotask is a game changer."

Kim Drumm, Director of Business Process Management, Vitis Technologies

"My favorite thing about IT Glue is the 'Glue' — it really holds our team and service delivery together. Now, with AI, the heavy lifting is done for us. It's the ONLY documentation platform we trust."

Jason Etheridge, President, Logic Speak

Manual tasks slow you down. AI-powered automation lets your team do more, faster. With Cooper Copilot and Kaseya 365 Ops, your operations get smarter, leaner and more profitable.

Ready to scale like a top IT team?

Book a demo today

Kaseya®