

Cooper Copilot for Kaseya BMS

Transform your support operations with Cooper Copilot — a suite of smart tools that help you quickly grasp ticket details, craft client-ready messages and document resolutions effortlessly.

- **Smart Ticket Summary**

Get an instant overview of every ticket. See key details and the steps already taken so you can jump in and resolve issues faster.

- **Smart Writing Assistant**

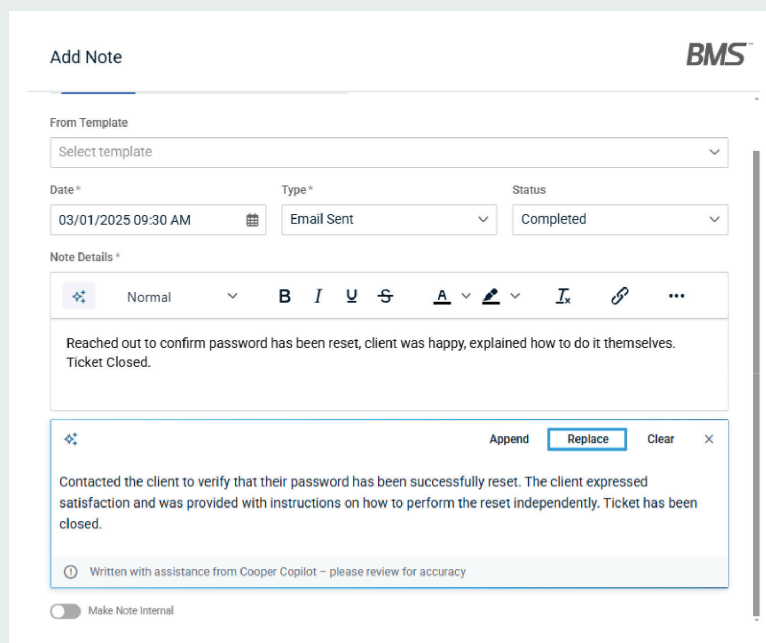
Craft polished messages in seconds. Turn your raw input into clear, professional communications for both internal and external audiences.

- **Smart Ticket Resolution**

Automatically compile detailed summaries of ticket resolutions. Streamline your support process by maintaining clear, accurate records of every support action.

Cooper Copilot for BMS details

- Quick ticket insights: View concise summaries that capture the essence of each ticket.
- Professional communication: Generate refined, audience-ready responses with minimal effort.
- Efficient documentation: Automatically create detailed resolution records for enhanced knowledge sharing.



The screenshot shows the 'Add Note' interface within the BMS system. At the top right is the BMS logo. Below the title bar, there's a 'From Template' dropdown menu. Underneath, there are three fields: 'Date *' (03/01/2025 09:30 AM), 'Type *' (Email Sent), and 'Status' (Completed). Below these is a 'Note Details *' section with a rich text editor. The editor contains two paragraphs: 'Reached out to confirm password has been reset, client was happy, explained how to do it themselves. Ticket Closed.' and 'Contacted the client to verify that their password has been successfully reset. The client expressed satisfaction and was provided with instructions on how to perform the reset independently. Ticket has been closed.' At the bottom of the editor, there's a status bar that says 'Written with assistance from Cooper Copilot - please review for accuracy'. At the very bottom, there's a toggle switch labeled 'Make Note Internal'.

BMS™

At-a-Glance Benefits

- Quickly grasp key ticket details and progress with AI-powered summaries.
- Generate refined, client-ready messages effortlessly with our writing assistant.
- Automatically capture every support action, ensuring a detailed record for faster, smarter problem-solving.

Getting Started

To enable Cooper Copilot features, visit the admin page within your BMS environment.

For step-by-step guidance, check the BMS Knowledge Base or reach out to support via **KaseyaOne** if you need further assistance. Interested in BMS?

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