

Kaseya 365 Ops

AI, powered by Kaseya Intelligence



Kaseya 365 Ops seamlessly connects business operations with IT execution to help teams perform at their best. With built-in AI, powered by Kaseya Intelligence, it drives real, measurable results, giving technicians more time, fewer errors and greater efficiency. On average, each technician saves 16+ hours monthly through faster documentation, streamlined communication and AI-driven workflows that amplify impact and fuel business growth.

AI capabilities that supercharge your workflow

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

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Smart Assist	IT Glue	Identifies outdated, duplicate or unused documentation for cleanup and highlights popular SOPs you can replicate across clients or locations.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. The more you accept or decline suggestions, the smarter and more accurate suggestions become.
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.
Kaseya Assist	IT Glue	Easily ask questions in plain English and get instant in-app answers from your IT documentation.
Smart Ticket Summary	Autotask	Instantly generates clear summaries of ticket threads, including the core issue and actions taken.
Smart Resolution Summary	Autotask	Auto-creates detailed, professional resolution summaries based on technician input and ticket activity.
Smart Writing Assistant	Autotask	Transforms technical ticket details into clear, user-friendly messages, saving time and ensuring every communication is professional, polished and easy to understand.
Digital Specialist for Ticket Triage*	Autotask	Automatically classify and route tickets to the right technician based on urgency, issue type, and skillset.

*Available for Kaseya 365 Ops, Autotask Ultimate and Autotask ITSM+ at no additional cost until Sept 1, 2027.

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

Take a peek at what our customers have to say

"AI and automation have been game-changing, enabling us to cut work and boost our team's efficiency by 30% over two years."

Chris Swecker, Director of AI and IT Operations, Appalachia Technologies

"Digital Specialist for Ticket Triage has been a game changer for our service desk. We're seeing around 98% accuracy in categorization."

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 Kaseya Intelligence built into Kaseya 365 Ops, your operations become leaner, smarter and more profitable.

Ready to scale like a top IT team?

Book a demo today

Kaseya®