

1 Introduction

CoreSync is an intelligence layer for SAP Business One support operations. It is designed to reduce queue delays by identifying routine issues early and accelerating the escalation of complex cases, so expert resources spend time resolving real problems, not sorting tickets. CoreSync isn't a chatbot or automation tool. It works quietly behind the scenes to route tickets smarter and help partners focus their expertise where it matters most.

2 Adaptive AI

- AI-powered support providing instant, adaptive help;
- Self-learning, continuously improving with each interaction;
- Self-Learning & Adaptive AI Support Mechanism

3 Methodology

- Bookstack: Comprehensive knowledge base
- Self-learning: AI learns from iSystems internal knowledge base and ticket systems
- Ability to create a customised AI knowledge base from customer requests and experiences

4 Results

It streamlines partner support in three ways:

- **Support Triage:** Identifies recurring Level 1 and Level 2 issue patterns early, allowing routine issues to be resolved or deflected before they enter extended support queues.
- **Escalation Management:** Flags potential Level 3 issues sooner and routes them directly to the appropriate human specialists, reducing delays caused by manual review and reclassification.
- **Queue Efficiency:** Improves overall support throughput by reducing nuisance tickets and freeing up bandwidth for higher-complexity investigations.

5 Partners - Instant Support

- Includes password update
- Creates a support ticket with AI assistance

The screenshot displays the CoreSync Support Dashboard. At the top, there are four key metrics: Unresolved (38), Escalated Issues (4), L1/L2 Deflected (Pre-Escalation) (14), and a Live Queue bar chart. Below these is a 'Ticket Overview' table with columns for Query, Latest Update, Assigned To, and Status. The table lists several tickets, with one highlighted in yellow: 'Performance drop during batch windows' (2 min ago, Not Assigned, Escalation Recommended). A modal window titled 'Pre-Escalation Insight' is open, showing '14 Tickets Deflected (Today)' and a list of reasons: 'Similar issue recognized—previously resolved without escalation', 'No application errors detected', and 'Known resolution path documented'. A 'Route to Level 3' button is visible at the bottom of the modal.

Query	Latest Update	Assigned To	Status
Performance drop during batch windows	2 min ago	Not Assigned	Escalation Recommended
System loading slowly on Monday mornings - LEVEL 1	1h ago	Resolved – Known Pattern Handled Pre-Escalation	
Unable to access user profile settings - LEVEL 1	4h ago	Auto-Resolved Handled Pre-Escalation	
Sales report not generating properly - LEVEL 1	21h ago	Lisa Wong	Pending
User locked out after password change - LEVEL 1	15h ago	John Lee	Pending Untouched
Email alerts stopped sending	8h ago	John Lee	Investigating
Email alerts stopped LEVEL 1	8h ago	John Lee	Investigating
Email alerts stopped sending	8h ago	John Lee	Investigating

Example: AI filters Level 1/2 tickets before escalating complex tickets to higher-level specialists

6 Conclusion

CoreSync's Adaptive AI continuously learns from interactions and outcomes to refine its behavior dynamically, making it ideal for optimizing workflows like lead routing or customer support in SAP ecosystems

7 Disclaimer

This is not an end-user chatbot and does not replace SAP or Partner support channels.