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(57) Abstract :

The present invention discloses a voice-activated IT support assistant (101) employing natural language processing (102) and AI (103) to automate troubleshooting and support tasks. Comprising a microphone array (104), NLP engine (105), and backend integration module (106), it captures voice input, identifies user intent, executes automated diagnostics (109), or raises IT tickets (111). The conversational response unit (107) engages users interactively. It improves support speed, accuracy, and accessibility for IT environments.

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