



AI, at your service

Empower any team to deliver efficient service at scale with powerful AI.



Automate ticket resolutions and manual work with AI



Build and customize service workflows in minutes



Gain clear service performance visibility



Reduce service and business operations costs

Trusted by 61% of Fortune 500 companies

225K+ customers | 200+ industries | 200+ countries



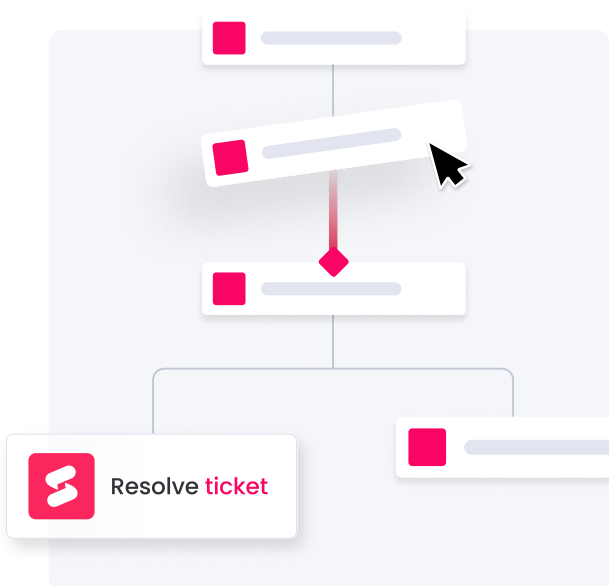
Glossier.



AI and automations

AI handles tickets, your teams drive impact

Automate every part of your service operations, from ticket triaging to resolutions and cross-teams workflows, with an always-on AI service agent.



Live analytics

Proactive service, powered by data

Customize dashboards to track service performance and company needs in real-time. Spot trends early and make data-driven decisions with confidence.

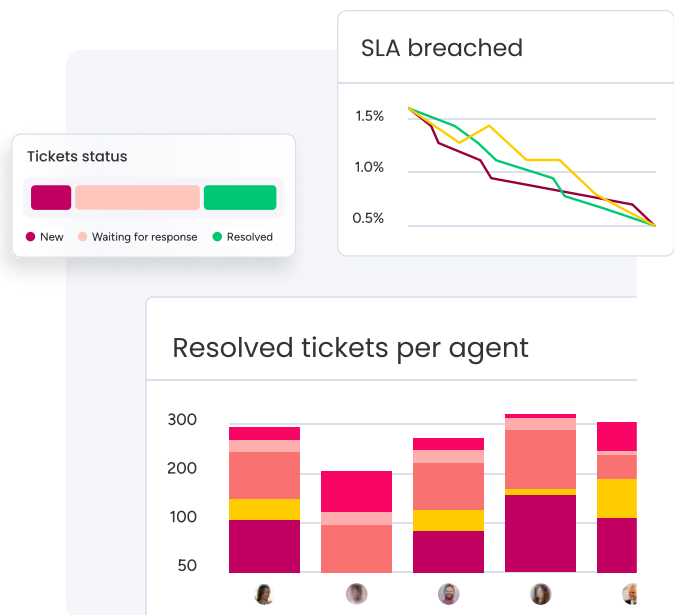
Workflow builder

Speed up resolutions with automated workflows

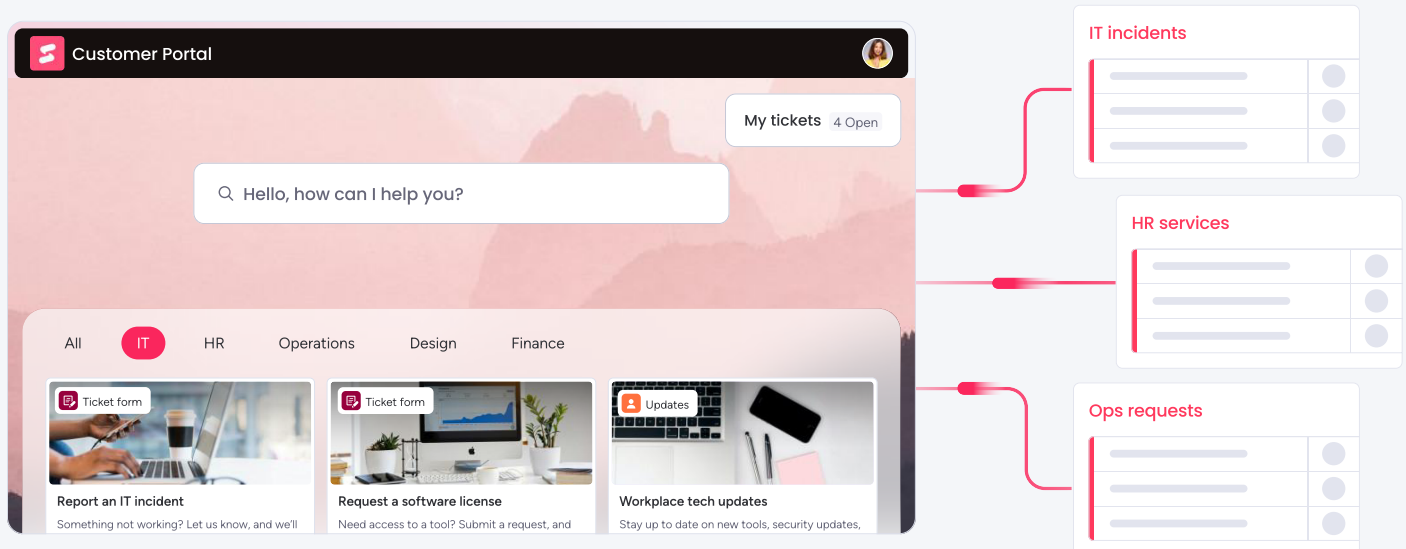
Use a drag-and-drop workflow builder to automate any service workflow, including replies, notifications, follow-ups, actions, and approvals.

The screenshot shows a service agent interface. At the top, there is a chat window with a profile picture of a woman and the text: "AI service agent", "Hey Ron, no worries!", "You can reset it [here](#) right away.", and "Let me know if you need anything else!". Below the chat window, there is a section titled "Open Tickets". It contains a table with the following data:

		Request type
Missing some key features th..		Features
Can't log in to my account		Bug
The API doesn't work when...		Request
		Bug
		Request



Standardize exceptional service across your org



One platform for all your service needs

Delight customers with your **service portal**

Enhance end-user experiences with a customized portal to submit requests, view ticket status, follow up, and access self-serve resources.

Streamline operations with a **unified platform**

Manage ticketing, projects, assets, knowledge, and more on one platform – eliminating silos and accelerating resolutions.

Faster resolutions with **seamless collaboration**

Create tailored workspaces for every team while keeping them connected, to eliminate bottlenecks and ensure seamless communication.

“

"Our team LOVES the monday service platform and we're already exploring how we could incorporate it for other departments, too"



Andrew Marshall, VP Operations
Sewell Family of Companies



SEWELL
FAMILY OF COMPANIES

Out-of-the-box solutions for service excellence at scale



Ticket
management



Multi-channel
support



AI &
automations



Customer
portal



SLA
configurations



Knowledge
management



Inventory &
orders



Assets
management

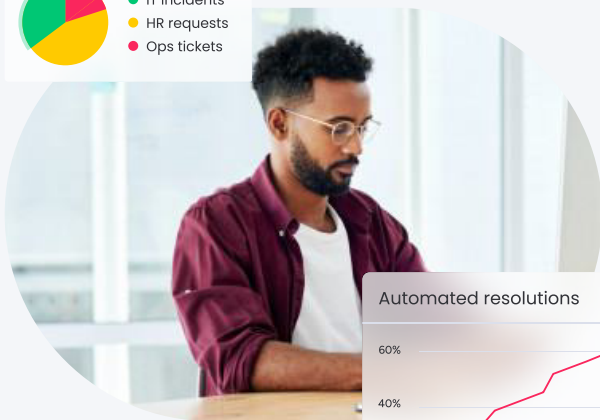


Employee
lifecycle



Service
catalog

Company breakdown



Automated resolutions



Talk to an expert for enterprise service solutions

Unify and automate service operations across the organization for exceptional customer experiences – and benefit from:

- Premium implementation
- Enterprise-grade security
- Advanced permissions
- 24/7 premium support

Loved by teams and organizations

monday service is built
on top of the award-winning
monday.com platform



monday service

by  **monday**.com

