

CrushBank SmartClassifier Ongoing Refinement Process

When CrushBank first enables SmartClassifier on all “New” incoming tickets, it’s generally ~65% accurate or better. This can vary based on your consistency and accuracy on classification in the past, but CrushBank almost always improves your classification data right out of the gate.

Next, CrushBank iteratively improve the Classifier over four weeks. During this time, you will either instruct your technicians to focus attention on classification while they work tickets, or assign resource(s) to audit classifications after closure. If they like the classification, they leave it. If they don’t, they change it to what it should be.

