Drive Powerful Workflows with Enriched Ticket Data

Ticket Enrichment

- Classification
- Priority
- Budget hours

- Sentiment
- Ticket Summary
- Resolution Summary
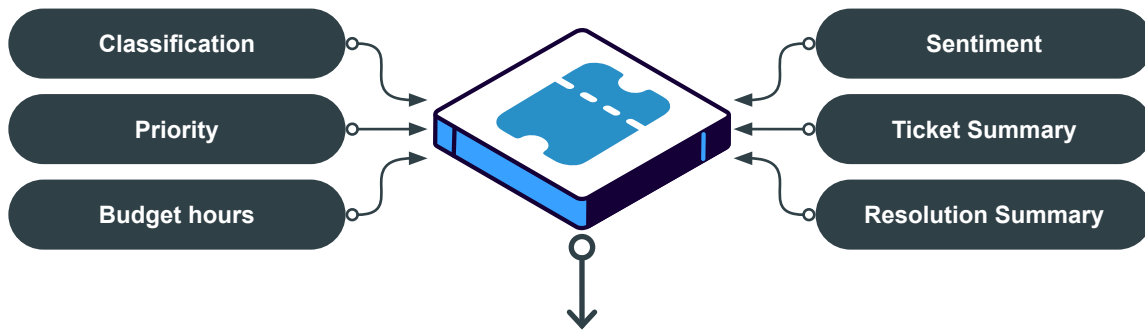
Workflows

- ✓ Ticket assignments
- ✓ Ticket escalations
- ✓ Send an email
- ✓ Run a script

- ✓ Create a new ticket
- ✓ Change the board
- ✓ Apply a template
- ✓ Attach a config

Outcomes

- ✓ Prioritize urgent issues to improve response times and meet SLAs.
- ✓ Effectively organize tickets, matching them to the most suitable resources for faster resolutions.
- ✓ Automate communications to reduce manual effort.
- ✓ Proactively escalate unresolved tickets to prevent SLA breaches and enhance client satisfaction.