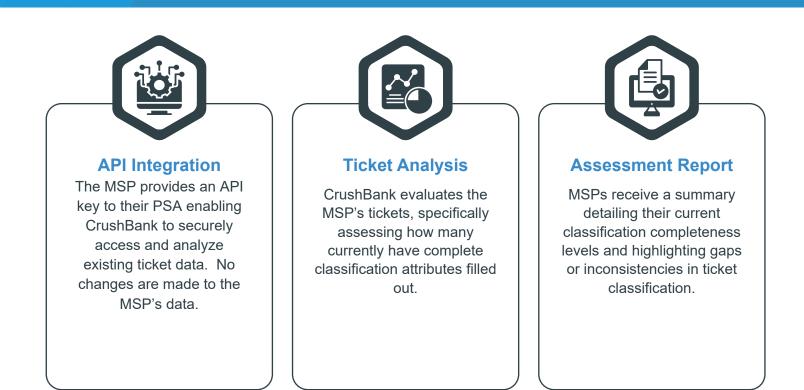# CrushBank Ticket Classification Assessment

The CrushBank Ticket Classification Assessment provides Managed Service Providers with a clear analysis of their current ticket classification completeness and identifies opportunities for improved efficiency.

The assessment can be provided for ConnectWise, AutoTask and Halo systems.

API Integration

The MSP provides an API key to their PSA enabling CrushBank to securely access and analyze existing ticket data. No changes are made to the MSP's data.

Ticket Analysis

CrushBank evaluates the MSP's tickets, specifically assessing how many currently have complete classification attributes filled out.

Assessment Report

MSPs receive a summary detailing their current classification completeness levels and highlighting gaps or inconsistencies in ticket classification.

Based on this assessment, MSPs can leverage CrushBank's SmartClassifier, a machine learning-powered solution built on their own data. Designed to automatically classify tickets with 90% or higher accuracy. This results in faster ticket routing, improved resource allocation, and significantly enhanced operational efficiency.

By starting with CrushBank's Ticket Classification Assessment, MSPs can effectively streamline ticket management processes, reduce manual efforts, and lay the groundwork for sustainable operational improvement.