CUSTOMER SUPPORT TICKET CLASSIFICATION AND ROUTING

PROBLEM STATEMENT

- Customer support centers are overwhelmed with a large number of support tickets daily, which need to be accurately categorized and routed to the appropriate teams for resolution.

- The existing manual process of ticket classification is time-consuming and can cause errors, leading to delays in response and, ultimately, customer dissatisfaction.

- Large taxonomies make it difficult to manage huge number of unclassified tickets leading to inconsistency.

- Hence there is a need for an automated solution that can quickly and accurately classify tickets based on their content and determine the appropriate routing.

MVP

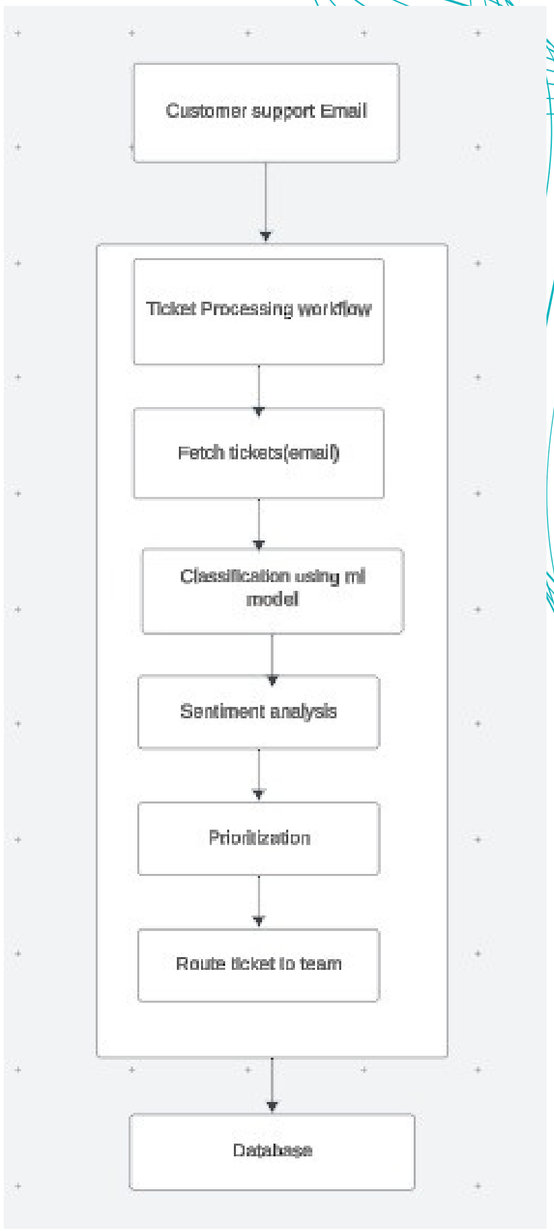
->The Minimum Viable Product focuses on extracting customer ticket information in real-time,classify these based on the type and the urgency using text classification and sentiment analysis to prioritize and reroute to specific teams for them to work on it.

REQUIREMENTS

->As a **customer support agent**, I want incoming support tickets to be **automatically categorized** based on their content so that I can quickly **identify the type** of issue and **prioritize my response** accordingly.

->As a **customer**, I want my support tickets to be **quickly acknowledged and categorized** so that I feel **confident** my issue will be resolved promptly.

FLOW DIAGRAM



FUTURE SCOPE

Enhanced Automation Features

- **Email Notifications:** Implement automated email notifications to alert stakeholders about new tickets or categorize updates.
- **Dynamic Categorization:** Use machine learning to dynamically categorize tickets based on evolving patterns and keywords.
- **Daily Summary:** Create daily summary report after analyzing email types

Conclusion

- The implementation of the Customer Support Ticket Classification and Routing system marks a significant advancement in automating and streamlining the customer support process. By leveraging UiPath's AI Center for machine learning and UiPath Studio for automation, the project successfully addresses the challenges of manual ticket classification and routing, which often lead to delays and errors.