

TEAM DO WHILE

TICKET FORGE

AI AGENT FOR SMART TICKET MANAGEMENT &
AUTOMATED SUPPORT

BIMAL PANDEY
SHRISTI BHATTARAI

PROBLEM STATEMENT

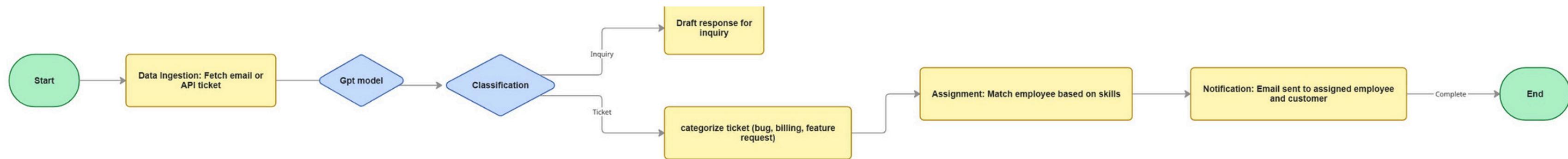
Over 70% Businesses struggle to efficiently manage incoming emails and support tickets, often leading to delayed responses, misrouted issues, inconsistent customer communication, and employee workload imbalance. Manual categorization, assignment, and response drafting are time-consuming, error-prone, and do not scale as the organization grows. Companies need an intelligent system that can automatically categorize tickets, generate responses for inquiries, and assign tasks to the right employees based on skills and availability, while adapting to new types of issues dynamically.



SOLUTION OVERVIEW

- 01 READS INQUIRY THROUGH EMAILS/API
- 02 CLASSIFY INTO INQUIRIES OR TICKETS
- 03 GENERATES RESPONSES OR ASSIGNS TICKETS AUTOMATICALLY
- 04 SENDS NOTIFICATIONS TO EMPLOYEES AND COUSTOMERS

WORKFLOW



TECHSTACK



FASTAPI



GPT MODEL API



NEXT JS



GMAIL API



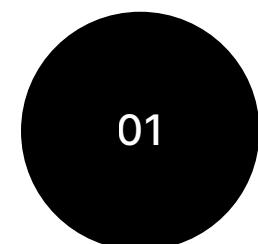
MONGO DB



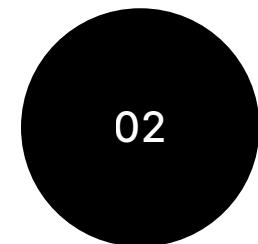
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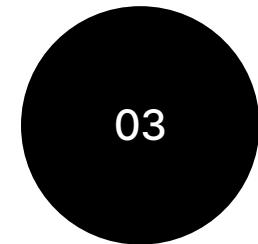
REVENUE MODEL



SUBSCRIPTION (PER COMPANY PER MONTH)



API ACCESS FOR TICKETING AUTOMATION



PAY-PER-TICKET PROCESSED



ENTERPRISE LICENSING

IMPACT

01

SAVE HOURS OF MANUAL WORK

02

REDUCE TICKET RESPONSE TIME

03

IMPROVE EMPLOYEE EFFICIENCY

04

ENHANCE CUSTOMER SATISFACTION

FUTURE ENHANCEMENT

01

INTEGRATION WITH JIRA, TRELLO, ASANA

02

SLA TRACKING & AUTOMATIC ESCALATIONS

03

AI LEARNING FROM PAST ASSIGNMENTS

04

FINE-TUNED MODEL / RAG INTEGRATION



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THANK YOU

ANY QUERIES?

BIMAL PANDEY
SHRISTI BHATTARAI