DESCRIPTION:

Managing support tickets manually can be labor-intensive, inconsistent, and prone to errors, which often leads to delays and misallocation of resources. The **Intelligent Ticket Tagging System** addresses this by automating the process of analyzing incoming tickets, assigning them to the correct part of the product, and tagging them with relevant labels (e.g., "bug" or "feature request"). The system uses a Bash script to streamline ticket handling, fetching open tickets from the system, analyzing their titles and descriptions, and applying contextual tags. For instance, tickets mentioning "error" or "failure" are tagged as "bug," while those discussing "new features" or "enhancements" are labeled as "feature requests." These tags enable quicker routing and prioritization, enhancing response times and operational efficiency. The script processes tickets iteratively, updating each with its appropriate tags, ensuring a structured and scalable ticket management workflow.