That’s a solid target! To achieve a **30-40% reduction**, we can break it down into key focus areas:

**1. Self-Service Portals (Deflect Queries)**

✅ Build an intuitive **Knowledge Base** (FAQs, guides, troubleshooting).  
✅ Use an **AI-powered search** that suggests relevant articles dynamically.  
✅ Implement a **community forum** where users help each other.

**2. Automation (Handle Simple & Repetitive Tasks)**

✅ Automate **password resets, account unlocks, software installations, and approvals**.  
✅ Use **chatbots** to handle common queries and escalate only complex cases.  
✅ Implement **workflow automation** to process common requests (e.g., IT service requests).

**3. AI-Driven Solutions (Optimize Efficiency)**

✅ Deploy **AI-driven ticket classification** for better routing.  
✅ Use **predictive analytics** to preempt issues before users report them.  
✅ Provide AI-assisted **real-time agent recommendations** to reduce resolution time.

**4. Continuous Improvement (Monitor & Optimize)**

✅ Analyze **top recurring issues** and work on proactive fixes.  
✅ Gather **feedback** to refine the self-service experience.  
✅ Track **key metrics** (ticket deflection rate, resolution time, FCR).

Would you like help with **specific tools, implementation steps, or an execution plan**? 🚀