

Customer Support Automation of Ticket Creation (RPA)

A PROJECT REPORT

Submitted by

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Under the guidance of,

Ms. DEEPTHI S

in partial fulfillment for the award of the degree of

BACHELOR OF TECHNOLOGY

IN

**INFORMATION SCIENCE AND ENGINEERING
(ARTIFICIAL INTELLIGENCE AND ROBOTICS)**

At



PRESIDENCY UNIVERSITY

BENGALURU


JANUARY 2025

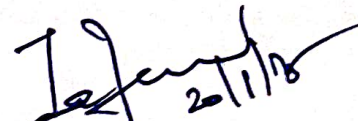
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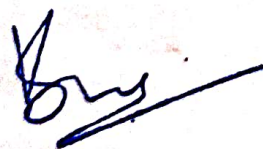
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CERTIFICATE


This is to certify that the Project report “CUSTOMER SUPPORT AUTOMATION OF TICKET CREATION” being submitted by “G SUPRITHA, VAISHNAVI, LEKHANA M, SAMBAVI B” bearing roll number “20211ISR0089, 20211ISR0074, 20211ISR0092, 20211ISR0004” in partial fulfillment of the requirement for the award of the degree of Bachelor of Technology in Information Science and Engineering (AI and Robotics) is a bonafide work carried out under my supervision.


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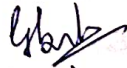


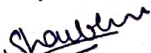
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DECLARATION

We hereby declare that the work, which is being presented in the project report entitled **CUSTOMER SUPPORT AUTOMATION OF TICKET CREATION** in partial fulfillment for the award of Degree of **Bachelor of Technology in Information Science and Engineering**, is a record of our own investigations carried under the guidance of **Ms. Deepthi S, Assistant Professor, School of Computer Science and Engineering, Presidency University, Bengaluru.**

We have not submitted the matter presented in this report anywhere for the award of any other Degree.

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ABSTRACT

The Ticket Creation Automation project is an innovative solution designed to streamline the customer support process by automating the creation of support tickets using UiPath Robotic Process Automation (RPA). This project addresses the critical need for efficiency and accuracy in managing customer inquiries, particularly in high-demand environments where timely responses are essential. By automating the workflow associated with ticket creation, the project minimizes manual effort and reduces response times, ultimately enhancing customer satisfaction. At the core of the automation is a strong workflow that checks the customer support email inbox for incoming requests, specifically filtering emails whose subjects contain the keyword "Ticket." The system efficiently extracts vital information, such as the sender's email address, the body of the message, and the subject line, enabling quick access to necessary data. Validation checks ensure that all required fields—name, email ID, and subject—are populated, and in cases of missing information, automated notifications prompt customers to provide the necessary details. The automation uses a simple trigger mechanism where customer support agents can easily activate the automation. Reading and processing stored data through Excel integration are used at the conclusion of the workflow. It involves creating tickets in the Zoho Desk system, as the automation is used to input all necessary information, which will be submitted in the form of a ticket for easy and hassle-free processes between the customers and support agents. Comprehensive error handling is integrated all through the workflow to manage such potential issues with robust operation under challenging scenarios. This project transforms how tickets are generated, streamlines workflows, but also enhances customers' overall experiences by allowing teams to focus more on complex requests while ensuring those inquiries are done in a prompt and accurate fashion. In essence, the Ticket Creation Automation project epitomizes how RPA can improve customer support operations. This project focuses on the needs of users and leverages advanced technology to enhance decision-making, optimize resource allocation, and eventually ensure better customer service outcomes. It has potential for future enhancements that position it as a sustainable solution, adaptable to the dynamic nature of changing demands in customer support.