Agent-on-Call: Ticket Triage — Acceptance Criteria

A. Demo flow

You can create at least one new helpdesk ticket during the demo.

Triggering “auto-triage” on any ticket:

- Assigns a priority (e.g., P0–P3) with a visible confidence/rationale.
- Suggests a human assignee and shows why (e.g., skill/tag match).
- Produces a first-reply draft that references the ticket context.

The triage outputs persist and are visible after refresh.

B. Usability

A simple board or list UI shows tickets with status/priority/assignee at a glance.

A detail view shows the triage result (priority, suggested assignee, reply draft).

Users can accept or edit the reply draft before saving.

C. Data & CRUD

Tickets can be created, read, updated, and deleted via UI or API.

Comments/activity history records the triage event (who/when/what was updated).

D. AI quality

Triage includes a brief explanation for priority and assignee suggestions.

On at least 3 sample tickets with different intents, triage decisions vary sensibly.

First-reply drafts are polite, on topic, and ≤ 120 words.

E. Reliability

If the AI call fails, a visible fallback appears (e.g., “try again” + keeps ticket intact).

Average triage round-trip for the sample inputs completes in ≤ 5 seconds.

F. Docs & test

Auto-generated API docs (e.g., OpenAPI) are accessible.

One smoke test or script demonstrates creating a ticket and triaging it end-to-end.