Ticket Automation Analysis

# Top Ticket Types

### | Ticket Type | Volume | Automation Potential |

|-------------|--------|----------------------|

| Cancellations | 30% | 🟢🟢🟢🟢🟢 |

| Freezes | 25% | 🟢🟢🟢🟢🟡 |

| Billing Issues | 20% | 🟢🟢🟢🟡🟡 |

| Appointment Rescheduling | 15% | 🟢🟢🟢🟢🟡 |

| Account Lockouts | 10% | 🟢🟢🟢🟢🟢 |

# Razor-Sharp Intent Clusters:

Cutting Through the Noise!

1. **\*\*Cancellation Cluster:\*\***

- "I need to cancel my membership"

- "How do I end my subscription?"

- "I want to terminate my contract"

2. **\*\*Freeze Cluster:\*\***

- "Can I put my account on hold?"

- "I need to pause my service temporarily"

- "How do I suspend my membership?"

3. **\*\*Billing Issue Cluster:\*\***

- "I was charged the wrong amount"

- "There's a problem with my invoice"

- "I need help understanding my bill"

# Battle-Tested Automation Solutions

1. **\*\*Cancellation Bot:\*\***

- Verifies account standing

- Processes cancellation per business rules

- Generates confirmation & closes account

2. **\*\*Freeze Flow:\*\***

- Checks eligibility for freeze

- Applies freeze to account for specified period

- Sends confirmation & reactivation instructions

3. **\*\*Billing Wizard:\*\***

- Retrieves account & invoice details

- Walks through bill explanations via decision tree

- Initiates corrections or disputes as needed

[Mermaid Diagram]

To create the Mermaid diagram, you can use the following code:

mermaid

graph TD

A[Incoming Ticket] --> B{AI Triage Engine}

B --> C{Cancellations} --> D[Cancellation Bot]

B --> E{Freezes} --> F[Freeze Flow]

B --> G{Billing Issues} --> H[Billing Wizard]

B --> I{Other Automations}

B --> J{Human Escalation}

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