
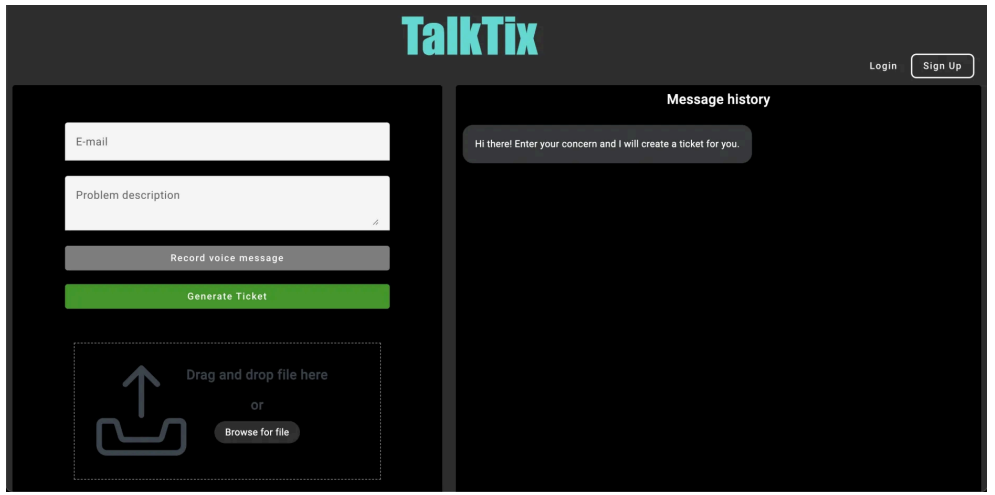


AMOS WS23/24 Project Ticketing Chat AI

Project name	Ticketing Chat AI
Project mission	The mission of this initiative is to develop a proof of concept initiated by Siemens, aimed at transforming unstructured free text and voice messages into IT support tickets. The fundamental capability of the system enables users to articulate their issues through either text or voice messages. Subsequently, an artificial intelligence component converts this input into a predefined support ticket format, and users are promptly notified upon its generation. The ultimate result is a JSON object representing the support ticket, to be seamlessly integrated into Siemens' ticketing system.
Industry partner	Siemens
Team logo	
Project summary	Our application enables users to easily create IT support tickets. This can be realised on the one hand using our WebApp, allowing users to formulate their request either via a voice recording or free text. The IT support ticket is then generated employing different AI models running in parallel. Before the ticket is submitted, the user can edit the preliminary ticket as desired. Frequent users can even create a profile so that their e-mail addresses and office location are automatically entered. Besides the WebApp, tickets can also be issued simply by sending a formless e-mail to our Talktix e-mail address. Thus, in the course of our project, we were able to implement the requirements of our industry partner and additionally include further features.
Project illustration	

TalkTix

Email

thorben.wegner@fau.de

Problem description

Record voice message

Generate Ticket

Drag and drop file here

or

Browse for file

Log in

Sign up

resources.

We are experiencing increased data volume and need to scale up our Snowflake usage. Please classify this request as a Very High priority and assign it to the appropriate team for further action. I need assistance to understand the pricing and options available for upgrading our Snowflake plan.

Your ticket has been created successfully! Take a look if the printed information accurately captures your concerns. If you are happy with the details, use the "Submit" button to submit it. Otherwise you can edit your ticket directly by clicking on the corresponding fields and confirm your changes by pressing the "Submit" button. In case you want to start again or the ticket is no longer required, you can end the process with the "Cancel" button.

Title*

Snowflake -- Upgrade Request

Description*

assistance to understand the pricing and options available for upgrading our Snowflake plan.

Keywords

service

request

show

flake

compute

resources

data

volume

show

flake

pricing

show

flake

Service*

Snowflake

Category*

Billing & Payment

Request type*

Service Request

Priority*

Very High

Project repository

[amosproj/amos2023ws01-ticket-chat-ai \(github.com\)](https://github.com/amosproj/amos2023ws01-ticket-chat-ai)