

Slide 1 — Business Problem

- Support agents manually classify and route tickets.
- Delays cause slower response times and higher costs.
- 40% of tickets are repetitive (password reset, account issues).

Slide 2 — AI Solution

- Deploy an AI model that automatically:
 - Classifies incoming tickets (billing, technical, password reset).
 - Suggests responses or routes to the right team.
- Agents focus only on complex cases.

Slide 3 — Data & Approach

- Data needed: past support tickets (subject, text, resolution category).
- Model: Natural Language Processing (NLP) classifier.
- Deployment: API endpoint in helpdesk system (e.g., Zendesk, ServiceNow).
- Workflow: Customer submits ticket → AI categorizes → auto-routing or suggested reply.

Slide 4 — Business Value

- Reduce average response time by 30%.
- Lower support costs by \$500K/year.
- Improve customer satisfaction (CSAT +10%).
- Free agents for higher-value tasks.

Slide 5 — Next Steps

1. Run pilot with 10,000 tickets.
2. Validate accuracy vs human routing.
3. Deploy to full system.
4. Track KPIs (response time, cost, CSAT).