Speaker 1 (00:00):

Give us the background of the business needs and tell us what we're trying to do here.

Speaker 2 (00:04):

Yes, yes. So, uh, essentially what we're trying, wanted to see, what we could attempt to do is, there's a lot of data in ServiceNow. Uh, and there's a lot of, uh, ticket information that's out there. Uh, essentially the need is that we wanna be able, uh, our team, the end user team, uh, support team, and also the ServiceNow team, want to see if we can come up with a three-tier categorization system in ServiceNow. Right now, if you go to print a ticket and I can share my screen and kind of show kind of how it is now, uh, we are kind of utilizing the configuration item to categorize tickets. And there's a lot of stuff that's in there. And so I went through an exercise where I've extracted data in a previous life, and I went to a rec categorization exercise where I had to see how it was categorized, read the ticket and come up with an appropriate categorization to then build that up. But that was manual. It was a fun exercise cuz it was quite the experience. It was a lot of tickets to go through, but, you know, seeing if we could use the power possibly of, you know, uh, AI and, and, and so forth to have the system analyze the ticket information with all the data that we have. So that was just the gist of it. Obviously relying on your expertise guys to see how something like that might work and what would be the best strategy to go about that.

Speaker 3 (01:26):

So, so you said how many, how many categories do you have?

Speaker 2 (01:30):

Uh, right now we just utilize this, the configuration item?

Speaker 4 (01:33):

No, so meaning, I thought you said that you wanted to categorize it in three different categories.

Speaker 2 (01:40):

Is that correct? Yeah, three tiers, that's correct. Three tiers.

Speaker 3 (01:41):

And the tiers will,

Speaker 2 (01:44):

Uh, so let's start off with like, uh, the basics. It might be application, network, uh, those type of various things that somebody might categorize the ticket by and then kind of work its way down there would just be the, the first kinda idea.

Speaker 3 (01:58):

Okay. Okay. So what, so one will be, the first category will be one of the application,

Speaker 4 ([02:10](02:10)):

Or, you know, something else or, and then what would be the second one?

Speaker 2 ([02:15](02:15)):

Uh, right, so, uh, maybe we do high level, uh, network hardware. Uh, think of some, uh, various ones and it will cascade down, oh, software at the top, and then if it's software, it would be the particular applications. Okay. And then from there it would be whatever issues, uh, set application might have. Um, that, you know, there's a, it could be buy-in from other teams to get, you know, how they would like to categorize it at that level, at that third tier. Uh, some of it also might be an analyzing the ticket and say, Hey, by the way, have you guys noticed that you've gotten tickets that this has been an issue? And to help them come up over for categorization as well, possibly.

Speaker 3 ([02:59](02:59)):

So the current process is based on the details contain in the ticket itself, the software categorized. Is that correct?

Speaker 2 ([03:11](03:11)):

Oh, no, as it is right now. Uh, so if you were to call our help desk, uh, and they were gonna categorize your ticket, uh, or same thing for a client using a self-service, uh, generally what they would do is they would put the asset tag and, and the asset tag would correlate to your workstation name. And when I go to do a report, I would see that your PC has generated these amount of tickets, and then I would've to do a further analysis on my own to see what your ticket was about. Uh, and also keep, uh, sharing with, there's not really a, uh, proper way to categorize, uh, a particular ticket. So mainly you would do a com computer if, right. Um, but depending on if it's an Outlook issue, you also have the, as the ability to put outlook. So there's a couple things that are going on where, uh, we're using a configuration item, which would really be tied to assets and that will eventually, uh, be set the correct way. And then when we have categories, which is what we're trying to do now, then we'll have a simple thing for that as well when we separate the two worlds.

Speaker 3 ([04:19](04:19)):

Ok. Others?

Speaker 1 ([04:26](04:26)):

So, so you don't have any current, like the process is manual ticket gets someone that and belongs to and work from there, you're saying is you would like to have AI to evaluate those tickets and, and put in the three categories we just talked about,

Speaker 2 ([04:47](04:47)):

Right. Come up with at least, uh, you know, suggestive categories that we can use and then take it to the, the grander audience to see if they would kind of agree with that, knowing that those tickets have been kind of analyzed and, you know, proposing what the three-tier, uh, categories would look like, right? Mm-hmm. <affirmative> and, and generally there's, sorry. No, you gonna say, okay. Um, you know, I have run the question, uh, through chat, g p, pt, um, uh, to see what it kind of comes up with on,

on a general level, but of course, not wanting to take our information and seeing if it can give us, you know, set categories based on our, our info.

Speaker 3 (05:30):

So you're thinking that this is something that could be, uh, the other thing, other possible solutions for this is depending on what kinda data you have, that data is currently structured, you know, if it's in a

Speaker 4 (05:56):

Dataset or is it easy for you to pull, you know, all the information that we will need? Uh, could there be, or there, there could also be a machine learning model or three machine learning models, given that you have three different categories. But for that we will need, um, you know, structured data or at least, you know, if you have it like, you know, the old, you know, the tickets came in. And then what we'll need is individual components of that ticket in a tabular format. Right? And then what were the final categories that were assigned to them? If we have that, then we can also build machine learning models. You know, that's, that wouldn't be a big deal.

Speaker 2 (06:48):

Yes. I'm, I'm glad you mentioned that. So, uh, how would I say, I, I, uh, something to share about me. I love working out of, uh, extracted, uh, data. Um, I did do that prior to meeting with you guys so I could have data to kind of share with you guys. Oh man. Uh, I got a six months worth of extracted data. Um, you know, if it were up to me, I wish I could get all the data in ServiceNow. So at least we had like a, a kind of full history of, uh, ServiceNow data. Um, yes. Uh, one of the things that we're gonna be working out of is that configuration item column, cuz that's how the tickets are actually being, uh, categorized by. And so that already gives us an idea of what folks are selecting for, uh, categorizing tickets. Um, even that would need to be, um, what was the word I was looking for? Uh, fixed to condom bundle, like things already so we can have a, you know, an idea. Um, uh, but yeah, that, that data does exist. Uh, I myself, you know, I can extract, uh, I think the limit, uh, when I extracted the file, uh, it was 22 megabytes, so there's a 25, uh, meg limit. Uh, but I thought six months or for data was probably a good set to kind of work out of.

Speaker 4 (08:13):

How many books was that?

Speaker 2 (08:16):

I'm

Speaker 4 (08:16):

Sorry? How many tickets were there in that?

Speaker 2 (08:19):

Uh, got, I'll tell you right now, I'm looking at the pivot, uh, table. We're looking at, oops, sorry. I got a couple things open here. That was 52,000. Oh, that's good. Tickets were, yeah, you don't need more. Okay. Uh,

Speaker 4 (08:46):

So yeah, well

Speaker 2 (08:49):

Need more, I think. Okay.

Speaker 4 (08:50):

That should suffice be planning to at try it on. And depending on what the output model output looks like, you know, it could, you might say, okay, that's enough. Or we might,

Speaker 2 (09:06):

Okay. So, oh, nope,

Speaker 3 (09:08):

Go ahead.

Speaker 2 (09:09):

No, no, go ahead. Sorry. So

Speaker 3 (09:11):

You, do you mind kind of sharing, if you have it on your screen, not just talking about it as to what kinda things might be on one side, you know, your output category and your input, all the variables, that kind.

Speaker 2 (09:32):

Okay. Yeah, sure. If you guys don't mind, I'll definitely go ahead and share, uh, my desktop. Um, before sharing, uh, the data, uh, what I would do is, uh, let's go ahead and just open up, uh, an incident. Um, now one thing I did wanna share, or the X extract I have, uh, is incidents. So you could create tasks and ServiceNow and incidents. I did focus on incidents, uh, just for now. Um, we can talk about maybe doing tasks as well. Uh, but so the X track or, or incidents and the work would mainly be on that, this fill here. So these are all the possible fills. So you can see, uh, all the possible, uh, items that a person can select for. It's like a hundred thousand, uh, entries, but that's only because they also have assets in there as well. Okay. And out of that a hundred thousand, this, uh, extract that I mentioned to you guys, of the 52, uh, thousand, uh, it's gonna be six months worth of data that people actually selected and pretty much listed as a category that, um,

Speaker 5 (10:52):

Uh, so there is the, is the goal here, since I heard the target is like the category, is it just an automatic assignment of, of tickets, uh, basically an automatic assignment of the configuration item based on the content of the ticket?

Speaker 2 (11:08):

Uh, yes. So I wanna say that we would probably, what the future would look like is, I don't know if we'd probably go in a combination of having configure configuration items plus having categories. I might need to get, uh, some from ServiceNow's, uh, input on that. But yes, there would be a component of, once we get the particular categories, the three tier categories, uh, we can determine at what tier would determine when an auto routing would happen. Cuz you're right, right now, based on the CI or the configuration item, there is an auto routing for some of those currently. So for instance, if I were to go ahead, create a ticket and categorize it as, uh, trying to think, one that's out there now, um, let's say Outlook, uh, and Outlook would go to the office, the 65 team, I seen that that happens. Now I'm using that one as an example.

Speaker 2 (12:03):

Um, what are the three tiers? I'm sorry. Uh, there aren't, no, there aren't any three tiers now. The, the future. Yep. Great. Good point. Yep. So, hi Robert. Uh, Jeremiah came in a bit late, but from what I understand, you know, this is after a ticket has been, uh, completed, correct? This ca uh, signing to the three categories? Correct. Okay. So, so actually I could tell you the benefit actually would be, so right now, currently the data that we're getting is from that configuration item, uh, a configuration configuration item, uh, field, uh, right now as, uh, was mentioned by Douglas, uh, there's a component that if I categorize the ticket, you can see it automatically pulls up this group to have it auto routed. What we'd wanna do is move to a three-tier, uh, category system. Um, so then there's an auto routing component that would still exist.

Speaker 2 (13:06):

And then most importantly there would be a reporting of, uh, how would I say, uh, a better way for us to report on our, uh, tickets right now. Cuz I think just this configuration item, you could only do so much. So I think in moving to that three tier system, we'd be able to kind of understand not only just the type of tickets that we're getting, but the type of problems but isn't in the current tickets. You have to assign assignment groups. Just from my experience of creating tickets Yes. That that exists right now. Uh, it's just, yeah, going to the TV chair would just be, give us the ability to, uh, I guess have a more granular approach of the type of issues we're getting. So for instance, if I have an mfa, I categorize the ticket as mfa, uh, where do I have the ability to kind of understand what type of issue I have with M ffa this, besides looking at the description and manually vetting the tickets so then I could understand the type of m FFA issues I get. So in the tier, the three tier, uh, category, maybe the first one is security, and then within security is mfa. And then now I could kind of list what type of m FFA issues I get. Uh, you know, uh, but maybe you're right. That's where we're looking to get to. Yep. To the vision that is.

Speaker 3 (14:29):

I see. So what, basically what you're trying to do, you wanna create a more granular assignment,

Speaker 2 (14:39):

Correct. With the existing data that's had now, I mean, we can do it by vetting the tickets manually, uh, but to leverage, you know, a bit of, uh, AI super strength,

Speaker 6 (14:51):

Is this coming from a place of, um, like the assignment isn't being done appropriately or you're wanting to assign tickets better? Um, I guess where, like, at what point does this make a difference?

Speaker 2 (15:11):

Uh, uh, mainly at the reporting, uh, point of view, uh, you

Speaker 5 (15:17):

Wanna see what types of tickets that you're, that rather than just Cause you can't trend on configuration item, right? I mean, that doesn't, that doesn't tell you anything. You wanna see, here's the types of tickets I'm, uh, disposition basically on a, uh, like a, like call center, like disposition of calls. But here's like disposition of this, of this, uh, uh, of this, uh, issue type. And then you can trend, hey, I'm getting these many related to, I don't know, Microsoft 365 or Outlook or something like that.

Speaker 2 (15:45):

Correct. Yep. Is that enough? Fair enough. But how, go ahead.

Speaker 6 (15:49):

Oh, um, will that help with anything additional? So like if you were able to see like, you know, 25% of our cases are coming from security related issues, um, what would you do with that? Like, would that help down the line of like training, you know, improvements across the system,

Speaker 2 (16:10):

You just hit many fastest without help? For sure. Definitely. Uh, I think there's, there's even a kind of it, or I guess t and d maturity level that we would ascend to. Uh, yeah, that, that definitely opens up the, uh, floodgates for a lot of things. Uh, and also too, it's, it's one of those things where like you kind of help the groups, all the groups kind of understand the type of tickets that they're getting because it would definitely be part of like a continuous improvement type of deal. Where right now, let's say in that three tier set up, you don't necessarily have a category for said issue. Uh, but as they're getting more tickets, they can, we can go ahead and have a feedback loop that allows them to add said category to, to better capture the type of tickets they're getting. But how, how would that help though? How, how would that help? Well, okay, maybe I'm just missing how, what would, what exactly would that help in the ticketing process?

Speaker 3 (17:08):

What's happening now is that Robert has to go in and look at the short description and descrip. So all the

Speaker 1 (17:15):

Manually has manually checked those versus will be categorized. Correct. Robert work on it.

Speaker 2 (17:23):

So, yeah. Ok. So you'd be able to Go ahead.

Speaker 3 (17:26):

I was just saying it saves time for Robert and his team to tickets to assignment. So within, within security, like MFA is the security. Within security, there might be many different subgroups, and based on the,

Speaker 4 (17:49):

The model will say within security, assign it to this group, or this problem is related to MFA or something like that. And that basically save time and makes a process more efficient.

Speaker 2 (18:03):

But the way I understood this is after the fact, because when a person enters a ticket, they are, they have to, they're required to enter the configuration item and they're required to put in the assignment group. So the categor categorization is happening after the fact? No, the categorization happens at the, so for us, uh, so there's, if the client's putting in the ticket, I think right now it's not, uh, I'd have to check. I don't think it's mandatory for them to put in a configuration item for now. Um, so from a routing perspective, uh, it would pretty much work the same. Uh, what would this would benefit from a reporting standpoint is for the company to be aware of the type of tickets mainly that they're getting, right? So the first acts, the main acts is the ServiceNow team saying that, uh, we want to have categories and we wanna have a three tier category.

Speaker 2 (19:01):

So right now, the effort on that would be to help with coming up with those categories, right? Proposing that, having that bit of information and giving it to the ServiceNow team. And once they have that, I think some of the reporting, uh, aspect that I mentioned, that would be kind of the downstream things that would be a huge benefit from there, right? Because it's like, once you have the three tiers, what are you gonna do with that three tier, uh, set? That's my big question. Yeah. Right, right. And so, yeah, there, there's again, helping the different groups, uh, kind of understand the type of ticket or issues that they're getting. When I realize even that they're getting as well, some groups, interesting enough, I had the opportunity to work with, uh, what used to be called the PAL team, uh, basically physician support team. And interesting enough, uh, I think I can sh let's look at theirs really quick.

Speaker 2 (19:55):

Uh, provider what they did. Yeah, sorry, go ahead. Because I, I, I, I understand that this would, your first use for this is reporting. Um, it just as a, from a user perspective, at least from the tickets that I've had to input, it does require that you put in configuration item and an assignment group and whatnot. And a lot of times I don't even know who the correct assignment group is. So if there was some type of, you know, machine learning model or l l M that could help me assign the right category or assignment group, that would be very helpful for me, uh, as a user. Um, right on the other end. So at least from, for the first iteration, you're looking at this to be a, uh, reporting to help with the continuous improvement, is how I understand it. Uh, no, I would say the, the fir, so good, good point.

Speaker 2 (20:45):

So when, when analyzing the tickets, this is, uh, one aspect that would come from it. Uh, so sharing something that happens after the fact, so when I'm looking at all the tickets and I say, Hey, these amount of tickets went to this group, I think that helps bill confidence in, okay, I can clearly say that, you know, 80% of these tickets went to this resolver group at the end. And that's how I know we can feel confident in auto routing these set tickets to that group. But the thing is now we need to be able to understand what types of issues specifically can be routed to that auto group. Because, just because I use Outlook, uh, at first as an example, just for the sake of conversation, but we can't give an Outlook ticket straight to the office, the GC five team. It has to be vetted to the tier one.

Speaker 2 ([21:32](#)):

But what, what are some of those tickets that can be sent to them? And right now we don't have the ability to do that because we just have the configuration item. Uh, now granted, uh, when I was saying that the clients can, uh, route a ticket, now we're gonna go to, uh, the Pineapple Connect and we're gonna go to the employee service center now. So we can kind of take a peek at what a client might do when they're submitting a self-service ticket. Now, of course, they would, they could call the service desk, and that's a different way that a ticket can get entered for them. Um, and so actually let me pick upon get help, because Get help actually creates an incident. And so to your point, yeah, see, right now this doesn't have a, uh, asterisk to it, so it doesn't require them to have to categorize the ticket. So us being in it, when we do it from, uh, what do you call it, the ServiceNow, uh, module, it's a different view than what clients see. Okay. Yeah. Usually I choose the general t d request. Ah, yes. Yeah. Yeah. So, right. Gotcha. Okay. That makes sense. That makes sense. No, thank you. Nope, no problem. Thank you for the question.

Speaker 5 ([23:06](#)):

And what do you, yeah, what, uh, what's the main, what's the main field that you're using to adjudicate in that example that you had? Office 365 can't necessarily go to Office 365. To me, you're just looking at the short description description. What other factors?

Speaker 2 ([23:22](#)):

Uh, for now, from an autorun perspective, it's only looking at the configuration item. Okay.

Speaker 3 ([23:28](#)):

Yeah. Once you get, how soon do you assign,

Speaker 2 ([23:45](#)):

Um, let me see if I could, I'm trying to think of it. So there are some, uh, configuration items now that go to, uh, they go directly to, uh, support groups. And so for instance, this web scheduler one or a lot of groups actually will default to our tier one service desk. And then, then you kind of have, you know, the service desk that's doing the initial triage. And if they can't, uh, solve it, then they'll route it to, you know, the next group up. Uh, but there are some configuration items that will instantly go to, uh, said support group.

Speaker 3 ([24:31](#)):

Yes. Right. In those cases, it's Clear got ticket at 2:00 PM

Speaker 2 (24:43):
Right. So when do you

Speaker 3 (24:44):
Get to it so that it can be assigned?

Speaker 2 (24:48):
That's, that's a very good question. And funny enough, I think that's another, uh, angle of this that might come to be, because at the same time where you have an extract of the ServiceNow, uh, data, you'll also be able to see, um, when the ticket was created, uh, and when it was resolved. But what that would be additional information that we would need to see in each step when it was routed. Uh, there, there is some time that will take, because for instance, if I created this ticket right now, it gets assigned to the service desk team, um, who knows when they might actually get to the ticket to then be able to vet it. So there's, there's definitely, uh, some time that goes between, it might go to them, it might go to second tier team until it actually gets to the Resolver team. So it could be maybe a couple days, uh, until it gets to the proper Resolver team.

Speaker 3 (25:49):
So if we, if mom makes predictions, let's say every six hours,

Speaker 2 (25:57):
Uh, from where we are now, yeah, I would definitely say

Speaker 3 (26:04):
Sooner an hour, hours, hours,

Speaker 2 (26:10):
Um, yeah, that, that would be, uh, incredible if, if that were, uh, if we could have that happen. Yeah. I think for now, uh, the, the main thing would be, uh, you know, coming up with the tier three tier, uh, categorization with the existing data to, to say, Hey, ServiceNow team, this is what we have. And then, uh, based on that, uh, we could say, here, here's some of the things that, that we, we can do, uh, on top of that.

Speaker 3 (26:39):
Okay. Yeah. The thing is, no, so both those things go hand in hand.

Speaker 2 (26:44):
Mm-hmm.

Speaker 3 (26:45):

<affirmative>. So when you make a three tier prediction, it'll make done some, like, you have to get that information, what the three tier, so how often you get it. There are some

Speaker 4 (27:02):

Use cases where, where we are making hour predictions or even real time predictions, but the point is, what's useful for you? So if it's done, you know, a couple of times a day, you know, that is that enough and number, the other thing it'll depend on is where does that data can live? So how soon or from where we can get new ticket comes in, you know, where can we get the data from and how soon, how long it'll take for us to get that data.

Speaker 2 (27:36):

Okay. So if, if I hear you correctly, we're now talking about using the model to kind of integrate in Service Now and work side by side to then I see, oh, that's, that's okay. Uh, yeah. Gotcha. Uh, well that, that would be interesting. I guess I would have to also see how, how that would, uh, look, uh, as well. Uh, but yeah, any, any help, uh, that, that would be great if we kind of had something that's overseeing the tickets to, to tell, hey, indicator, let's go ahead and route that accordingly.

Speaker 3 (28:13):

So the question is,

Speaker 4 (28:25):

Like, in the beta warehouse

Speaker 3 (28:27):

Somewhere,

Speaker 2 (28:28):

I would have to defer to our ServiceNow team. I think primarily our, our in ServiceNow, uh, yeah, I wanna say it's in ServiceNow. Um, and that might be helpful too, uh, in the sense that there, there might be some more fields that get unlocked when you guys can connect directly to the database. Um, but we'd have to defer that conversation to the ServiceNow team to see, you know, what they would allow and what we can be given access to. Yeah. Yeah. For now, I was just looking at, uh, purely from just extracting the data and seeing what we might be able to sell data, of course, but,

Speaker 3 (29:09):

Okay. Yeah. So those, those were the questions. The last last one I have is what would be the success idea

Speaker 4 (29:17):

Or what would make you, what needs to happen so that you don't think that this half hour that you have spent with this,

Speaker 3 (29:26):

You know

Speaker 4 (29:28):

Right. People is causing to waste your time?

Speaker 2 (29:32):

Gotcha. No, I, I think, uh, you know, it's, it's, uh, what be helpful is just to have that, you know, AI power and being able to analyze tickets. Uh, I, I honestly don't think it's an exercise that has been done, uh, to the extent of, you know, understanding the type of tickets that the company gets in general. And then not only that, understanding the life, uh, cycle of a ticket. Uh, so understanding how many categories, uh hmm. How would I say? Like, there's some information that you guys would need to, cuz what current CIS have, um, auto routing assigned to them now. And so we can get an idea of where we are now, and then based on when we do this exercise, what, how many more, uh, categories at that point can have auto rounding based on our discovery that we find after the fact. Mm-hmm.

Speaker 4 (30:36):

<affirmative>, this two things you mentioned. So the first thing was how, how does, or what, what types of tickets are generated at the company   so that you don't really need a model for that. You could simply look at your previous, you know, all the 52,000 that you have here during the last six months and simply create a chart, right. You know, by category subcategory, you, you put it in Excel and it creates a chart.

Speaker 2 (31:12):

Uh, yeah. Which are already done. Uh, however, uh, again, you run into the issue of, uh, so out of this, he says, I have, uh, about 10,000, I say active directory, right? Create that, that says active directory. However, I know, uh, that this translates to password resets. Um, so, uh, there is something now that says password resets, lemme actually see something password, right? So that, so right now what I would have to do is, so we actually do have a configuration that says password resets, but I know ahead of time that Active Activate directory has a handful of password resets in there as well. So what I would've to do manually, uh, is this still the pivot? Yep. Go in there, vet these tickets, and then, you know, looking at the, whoops, looking at the description, I would also look at what group it ended up with and also leverage the description to determine how many of these are password resets based on how it was resolved after the fact.

Speaker 4 (32:28):

Yeah, no, that makes sense. What I was trying to tell say is for that specific task, you do not need a model or this team. So you could, I see. You could do it on your, like it's not a modeling kind of job. What a modeling job will do is predict your next ticket comes in based on all this information that you have given, you know, the next ticket comes in, a model will predict where that ticket should go. Right. Gotcha. So that's that, that was my, uh, so the point of success criteria that doesn't, isn't a successful model. You know, it gives you information and very good information that you can use how that's not the point of the model. So the question would be, so let me put it another way. So if the model predicts

and 80 out of a hundred times it is correct, but, you know, 20 out out of the a hundred times, it's not correct, you know, it, it misleads you. So what does that accuracy have to be for you to say, this was a great model?

Speaker 2 (33:44):
Right?

Speaker 4 (33:45):
And, and the way to kind of think about that, you know, if you are manually resolving 20% of these tickets, you don't know which one is incorrect, right? So, which means you might have to go through all hundred of those to, to see, you know, did the model predicted correctly, this one did, okay, check it off, go to the next one and go to the next one and so on. So the time it'll take for you is kind of, is a wash, right? You know, if you have to model is only predicting like, you know, 80% correct. And you have to go through everyone, each one of those to see if it's correct or not. You know, there's no point to the model, right? So the thing is, yeah, so that's, that's what we have. It has to be, you know, if you say, okay, 90%, but 10 are wrong, and it's quite possible that those, so if 10, 10 of those are wrong, what would you do? And will it make your life even more complicated than doing it manually? So that's, that's the success criteria kind of thing. You see what I'm saying? Right,

Speaker 2 (34:55):
Right, right.

Speaker 6 (34:58):
How are your current tickets assigned for rerouting? Like how did you do that? Because I think if, if we could, you know, get the 90% that are correct, but the 10% that are incorrect, do you guys ever run into tickets that are currently rerouted incorrectly?

Speaker 2 (35:20):
No. Oh, most certainly. Uh, ok. But yeah, so

Speaker 6 (35:25):
Go ahead.

Speaker 2 (35:26):
Go go ahead. I'm sorry.

Speaker 6 (35:27):
Oh, so in that instance, would it put that much of a drain on you if there is currently incorrect rerouting?

Speaker 2 (35:38):
Um, oh no. Uh, I, I guess, uh, as a net plus I guess from where we are, no, not, not, not really. Um,

Speaker 4 (35:52):

Put it this way. So if a ticket is incorrectly routed, what does that person do? Do they, it, it, it's it's assigned to a wrong person in a wrong group? What do they do?

Speaker 2 (36:08):

Oh, that's, uh, there's a couple of things. Uh, yeah, that, uh, that's a, that's a very interesting question because depending on the group and how active they are with their queue, uh, your ticket could be lost in, you know, uh, how would I say until, so a couple things. I say for whatever reason your ticket gets misrouted and it goes, uh, somewhere until a group that doesn't look into it, you're now calling the service desk to follow up on set ticket and hopefully the person you're getting on the service desk can identify that it's in the wrong group and route it accordingly. Or that group eventually gets to it and route it, routes it back to the service desk. Cuz for the most part, uh, there's a couple catchall cues, uh, that are there services and actually one of our support engineer teams queues that are like a catchall.

Speaker 2 (37:01):

And so we have human routing there that they have, I guess, where the expertise lies to be able to route or follow up with a client to get more information. Now, of course, just to start at the beginning, this definitely goes to how information is inputted anyways, right? So if I get somebody on the phone and they're knowledgeable to properly document my ticket and categorize it accordingly, that increases the, the likelihood that it will get to the right team. However, if I'm somebody that when I'm taking your information, I don't get all the details or, or maybe it's not understood what your full issue is at the time. So, you know, it's, it can go different ways. Um,

Speaker 4 (37:45):

How long if you were, and didn't you say that you were kind of new here at the company ?

Speaker 2 (37:52):

Uh, no. To the position as a manager, but, uh, I, I was a support engineer. Okay. Uh, prior.

Speaker 4 (37:58):

Yeah. Okay. So in your best guess, how, what percent of time would you say that the tickets are routed incorrectly? Just a, just a guess. It doesn't have to be precise.

Speaker 2 (38:14):

Mm. Uh, that's, that's a good question. Um, let's go for the probably 20%. Yep.

Speaker 4 (38:28):

Alright. And

Speaker 3 (38:30):

So what that means is if the model

Speaker 2 (38:40):

Cor correct.

Speaker 3 (38:41):

Okay, well our goal is 20%, that's the success criteria.

Speaker 2 (38:49):

Right? Gotcha. Okay, gotcha.

Speaker 3 (38:53):

I know in your accuracy is our criteria, we have to get to hit 81. If you hit 81, this is successful model. Again, we can quantify that in terms of time and dollars and all of those things, but that's the starting point for us.

Speaker 2 (39:09):

Right.

Speaker 3 (39:10):

Okay. Yeah, I think I have all the answers. All the,

Speaker 6 (39:18):

Do you have any questions, Kendra or Doug? I do. Let me form it in. Doug, go ahead. I have one, but I need a time to formulate it. <laugh>.

Speaker 5 (39:30):

Well, yeah, I mean we are trying to determine, you know, the, the, which data is available, um, in ServiceNow. Uh, obviously you could point of contact for that. If we could get that, if you could, um, follow up on that one, Robert, but in the meantime, are you able to share this, uh, date? No, not

Speaker 2 (39:53):

This, no, no. That, that was, uh, most certainly, most certainly. Uh, yeah. Okay. You guess that's for sure.

Speaker 6 (40:01):

Alright, I have my question. <laugh>. So, so if our process is able to correctly identify where a ticket should go, that's the ideal situation for those tickets that are rerouted incorrectly. Um, would the business workflow be the same as what you guys are doing right now for incorrectly routed tickets?

Speaker 2 (40:32):

Uh, a good, uh, question. I would say yes, but possibly armed with, uh, better details. We, we could always come up with a different process. Um, but yeah, we, we'd have to explore that together with the ServiceNow team to see what would be the best course to go about that.

Speaker 6 (40:55):

Okay. Yeah. And then second question, um, earlier I had asked about, um, you know, once you had this analysis of the different types of tickets and where they should be and what teams they should live in, um, you said that the insight that could come from that is there's a lot of different things that could happen that could be more education on different systems, upgrades to systems, et cetera. Um, because ServiceNow spans so many different groups, I'm assuming a lot of other people would have to be involved with that. The outcome of this analysis, um, have you talked to those people or are you just kind of getting a feasibility kind of feel for what could happen?

Speaker 2 (41:41):

That's an excellent question and you are correct. Uh, that is, so when I had to do that in the, in the previous, uh, job, uh, it was that there was, there was more buy-in, uh, from the various groups. Uh, so you can kind of see this also as kind of like, hey, uh, look at what we're doing and to get more engagement from the other groups and say, Hey, somebody took the time or group took the time to analyze the tickets and, and come up with categories for our groups. Uh, yes, definitely. And then, you know, there was this, uh, method of, ultimately what it leads to is this concept of what are some of the things that layer level three does that can be passed down to level two mm-hmm. <affirmative> and level two to one and so forth where you can make a knowledge base article and they don't even have to have an interaction with said support group because you know, you have that information there. Long-term thinking that is.

Speaker 6 (42:32):

Okay, great. Thank you.

Speaker 2 (42:35):

Yep. Nope, thank you for the question.

Speaker 3 (42:38):

And one, one last thing I think, or the routing will be displayed the file?

Speaker 2 (42:56):

That is correct. Ok.

Speaker 3 (42:59):

Probably, so basically the model and then that particular group or something was called assignment. That makes sense.

Speaker 6 (43:22):

Yeah. Great. And that brings me to another point. Thanks bj. Um, so the predictions would need to be uploaded into ServiceNow to be able to show, you know, what the reroute pieces are. Um, how easily updated is ServiceNow? Like is that something that, um, can be updated to include those new tiers? Um, or is it pretty static with what can be done with it?

Speaker 2 (43:50):

Uh, we'd have to talk to the, uh, think Linda Fang is somebody that I would think that we'd have to get engaged, uh, in this. Um, I can tell you initially what she's looking for and, and so it, it's kind of interesting too cuz you would imagine that based on the conversation we're having, I'm pretty sure ServiceNow, I'm guessing right, would be incentivized to want to do this type of exercise as well. I was just mentioning it to you guys because you guys had that, uh, great, uh, kind of showing with the whole AI and introducing it to the groups and I forgot why not? Uh, cause I've always been interested to see if we could take our data and, and put it in a model for us. Not to say that we can't have it side by side, meaning that we, once we have a model and we train it on our data and it's constantly looking at it.

Speaker 2 (44:38):

So even if ServiceNow came with something, we have something on the side that says, Hey, by the way, our model that has been trained on our own data for a while has said this and we could always, um, you know, introduce it to the ServiceNow team or other groups. Um, but yeah, it, it, it should be cuz it's, what it was was the ServiceNow team, uh, with Linda Fang being, uh, new, uh, she wants to kind of, uh, introduce, uh, the three tier categorizations to our, uh, environment, uh, as it's done in other places. Uh, she's just finding that we use the configuration item for everything and we're just trying to pivot from that and eventually get to the three tier categorization. So that, that's actually the first main main ask. And then, you know, auto rounding as you said, uh, VJ kind of goes hand in hand and so, uh, we can kind of see from there.

Speaker 2 (45:31):

But yeah, initially it would just be analyze the tickets and, and see, um, you know, what, what three tier categorizations we, we would have. So I, if, what, what I wanted to speak to too is like if I were to do that manually, uh, what it would look like is I would go down each one, I would open up a new tab and I would call it rec categorization, right? And then from there I would recategorize these tickets to come up with categorizations, um, and then kind of go from there. So a couple ones I would see lockout, we don't have a, a, uh, a thing for lockouts. So I would say okay, maybe lockout is one that gets introduced in that third tier where we said security active directory and then possibly lockout pass the reset, uh, just to kind of throw that out there.

Speaker 1 (46:24):

Okay. One more question. So you said the data in ServiceNow, but you'll provide us name of the folks that can help us with the related question if it's in data warehouse or not?

Speaker 2 (46:36):

Yes. Yes, I could. I could, uh, uh, yes. None Fang I could, uh, give her a heads up and, uh, she would be the person to reach out to.

Speaker 1 (46:44):

Would you mind putting her name in the chat please?

Speaker 2 (46:46):

Oh, of course, of course.

Speaker 1 (46:47):

Thank you. Definitely. Um, so who else, uh, should we be, uh, including in the calls, uh, to get the buyin as far as different teams goes and doing different categories?

Speaker 2 (46:59):

Uh, well, I guess we could also include mainly Linda Fang for now. Um, I'm sorry. Uh, and then Linda Fang would probably, uh, best, uh, determine who else we could invite. Um, I mean, if we want, eventually we could put my, uh, director, uh, but for now Linda Fang would be definitely the person to, uh, uh, invite there. So I'm reading that for you right now.

Speaker 1 (47:35):

Okay, thanks.

Speaker 2 (47:36):

No problem.

Speaker 1 (47:40):

All right. So, um, sounds like the next step would be for you to share the, that you're sharing with reviewing additional questions and, um, schedule another call with the larger group.

Speaker 2 (47:55):

Okay. Uh, perfect. I'm going to share then the, I'm gonna save it and I'll share it with all the people in the invite. And this is kind of like the, the, uh, oops, sorry. The already edited data. What I mean by that is usually when I get a, I take the data and I basically, uh, put it all together in one file and I started adding, uh, custom columns, you know, to get a day year kind of, uh, make it better for a pivot table, but the same thing I would imagine for your model as well. So,

Speaker 4 (48:37):

Uh, Robert, do you mind going to page one, please?

Speaker 2 (48:41):

Sure.

Speaker 4 (48:41):

That has all the information right? In one place?

Speaker 2 (48:46):

Uh, yeah, I think what it was, uh, page one and page two have the 52 together. Uh, it had to put it in two different tabs, and then any of the, these sheets are ones where I just basically went ahead and added

like a number, uh, added the time slots so I can get a time slot, uh, what hour a particular ticket came in, um, and date days of the week, uh, and a month.

Speaker 4 ([49:17](49:17)):

So what I was getting at is, does page one have all the information that is available about a ticket plus it's, uh, assignment group

Speaker 2 ([49:33](49:33)):

Y? Yes. Uh, yes. So, uh, the columns, uh, for now that we, uh, care about, yes. So it has the configuration item, which is what we would leverage, uh, to help us with the three tiers. Uh, and then it does have the, uh, assignment, uh, groups. This is assigned to assignment group. Yeah. So these are blank. Uh, but yeah, it gives us a history of all, uh, yeah. Yeah. And these are all, uh, resolved or closed tickets. So I just told her, give me six months worth of clothes and, uh, resolve tickets.

Speaker 4 ([50:18](50:18)):

Yeah, I think, yeah, I think we have good use case here,

Speaker 2 ([50:24](50:24)):

Right? Um, sounds good. Okay. And one more thing I kind of wanted to add is that, not to say that if you go into, uh, a ticket, uh, and you say, Hey, maybe there's other categories that we want to look into, um, that's something that wa we could run by Linda F's, uh, team as well. Right.

Speaker 1 ([50:57](50:57)):

Okay. Any questions from Doug? Kendra, I think Robert, thank you so much. When we're ready, regroup again.

Speaker 2 ([51:16](51:16)):

Thank you. Thank.