



#### Problems / upgrades:

**1. Aimee. Is not keeping count / kpis to measure ticket performance. We have a strong OKR system but have not implemented any valuable metric catching. We started adding an agent that performed tickets counts - but Splynx does not have the ability to filter tickets by data via api and so we end up with returns too large to process.**

**Solution: We should keep scores by counting the tickets we create (as work items) triggered by the Splynx ticket webhook already in place. We will then feed the KPI reporting data into an ai generated report document that is updated daily.**

**2. The workitem template we use for tickets should also include the context collected and fed to the ai agent to write the draft. Given the nature of this data it should be available, but also not take focus away from the core purpose of the ui - to respond to the ticket. Human agent reviewing the draft response, need to see this data to make a decision about response. We also need to the ability to update tickets details like customerId (since tickets often come without one attached)**

**3. We scoped in a process that will review and store the actual ticket response and compare it to the drafted response. This will create a score we can use to improve agent training. But we have not completed the tool set and workflow to manage this.**

**4. We should be able to automate a lot more of the support ticket handling process when tickets meet specific criteria. We should be able to us existing ticket labels and types to categorise tickets and trigger more in depth ai review before a human is involved - see following workflow.**

