TECHNORUCS

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Agent-AID Support Ticket System using AI Builder Model

By

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1. Introduction

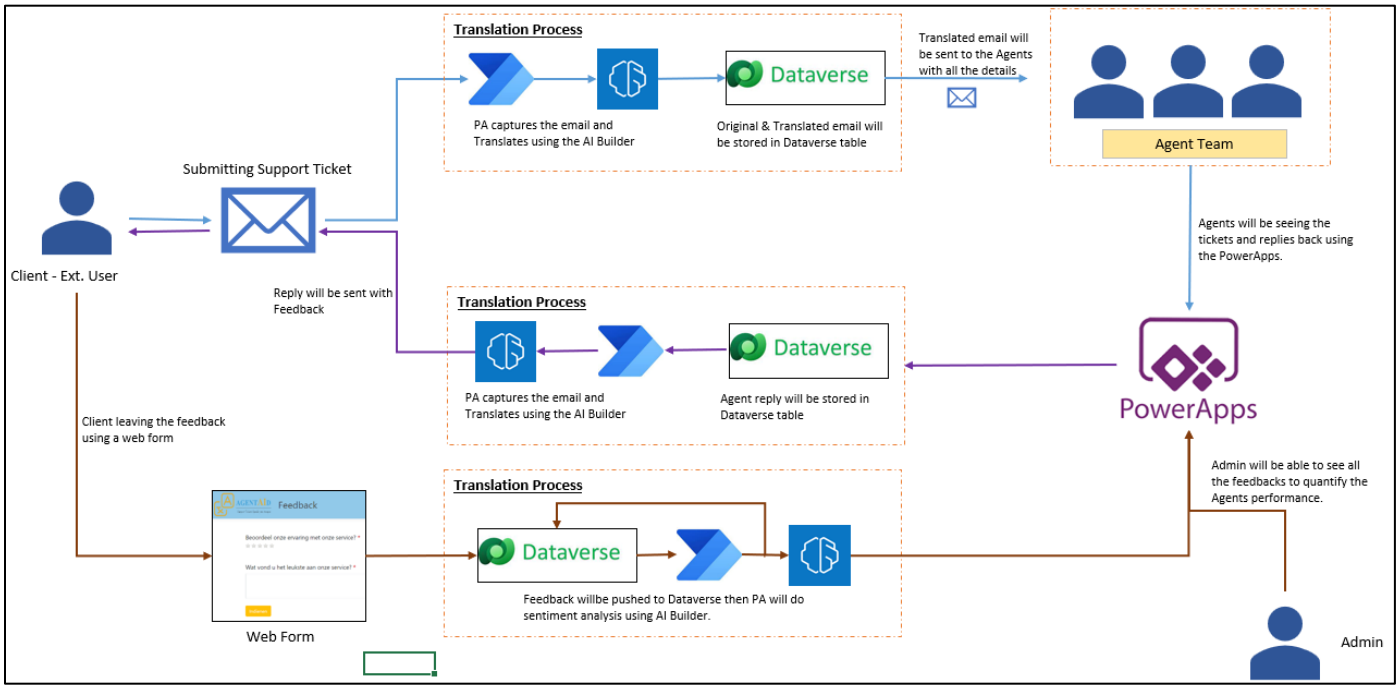
A ticketing system is a software application or platform that manages and organizes the process of issue resolution, service requests, or incidents within an organization. It is commonly used in customer support, IT help desks, and various other business functions to streamline and prioritize tasks. Most of the customer support executives are facing the issue with the language of the customers due to which they are facing a performance issue on delivering the solution for the ticket.

We have integrated AI Models within the system to trouble free the executive's response time by translating the email to the globalized language (English). Our System facilitates the executives can easily understand the content/issue of the ticket and resolve the same within no time.

2. Pre-requisite:

- Need to have two Security groups, one for Admin and one for Agents.
- Need to update the below Environment variables:
  - Group Id of Admin security group
  - Group Id of Agent security group
- The user that imports the solution will be the recipient of the Email from the Customer. To trigger a workflow, we need to have such kind of setup.
- Azure Application registration.

3. System Architecture:



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4. Technologies Used:

- AI Models
  - Text Translation Model
  - Sentiment Analysis Model
- Power Automate to capture the email and invoke the AI model.
- Dataverse backend to store the original and translated content and Ticket details.
- Canvas App to display the ticket details to the Agents.
- Web Form (.Net Application) to capture the Feedback from the customer.
- Hosted the .Net Application in the Azure websites.

5. Functional Process:

5.1 Customer Functionality:

Customer can trigger the process by sending an email with ticket details to the IT support mail. Customer can submit their feedback once they get the reply for the query.

5.2 Translation Process:

As soon as the email receives, the Power Automate flow will be triggered to invoke the AI model (Text Translation Model). AI model (TTM) will be invoked and identify the language of the support ticket.

Right after the identification, the AI model will try to translate every content of the email into the global language (English) and store the content in the Dataverse table.

The Dataverse table will have both Original and Translated content for future references with all the metadata details.

Canvas Application has been built to fetch all the ticket information from the table to display to the Agents. Agents will have the feasibility to check the ticket details using the canvas application. Only the translated content will be displayed to the Agents.

Agents will have the feasibility to check the ticket details and troubleshoot the issue using the translated content. Also, Agents can provide their feedback on the ticket, change the metadata, and submit the ticket.

5.3 Response to the Customer:

As soon as the agent submits the ticket. the response will be stored in the Dataverse and the Power Automate flow will be triggered.

The Power Automate flow will be triggered to invoke the AI model (Text Translation Model). AI model (TTM) will be invoked and translate the response to the customer’s language.

Right after the translation, an email will be sent back to the Customer along with a feedback button.

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5.4 Feedback Process:

Customer can provide their feedback using the Feedback button which interns opens the .Net web form. Customer will be having a questionnaire to provide their feedback.

After the feedback submission, feedbacks will be stored in the Dataverse table. The Power Automate flow will be triggered to invoke the AI model (Sentiment Analysis Model). AI model (SAM) will be invoked and capture the feedback response and segregate whether the provided feedback is positive, negative, or neutral.

Canvas Application has been built to fetch all the feedback responses from the table to display to the admins.

Admins will have the visibility to check the Agent's performance and feasibility of exporting the data.

6. Deployment Procedure

The solution package contains both Managed and unmanaged solutions. Please walk through the pre-requisites section before proceeding with the deployment.

Once the pre-requisite is done, please import the Power platform solution. This will create the needed tables in the Dataverse, connection references, power automate flows, and environment variables.

To install the .Net Application, please register the Azure Application. Please take note of the Client ID, Client Secret, and Tenant ID. Need to enable the API permission in the registered Azure Application.

- Dynamic CRM – user_impersonation – Type (Delicated type).

Need to add the above-created Azure Application as a user to the environment in which the solution is imported.

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