**Automatic ticket Assignment.-**

ATA plays key role for successfully running a system. Especially in very large system that provides numerous services and each service has multiple category and sub category, Manually tagging task to specific category and sub category required user training, manpower and also prone to human error that can impact over all service delivery. ATA uses machine learning technique to assign task to appropriate group automatically that can improve overall turnaround time of service delivery.

2. Problem with Manual ticket assignment

3. How ATA can solve these problem.

4. Uses cases across various domain

ATA is increasingly getting popular and adopted largely by IT organization in their incident management process. However, it can be implemented across industry, below are the areas where ATA can play huge impact.

1. Emergency response –
2. Complaint redressal system-
3. Hospital Management-
4. Customer support-
5. . Design of experiment –
6. EDA –