What would a ticket's data path look like?

Assuming a company utilizes our ticket labeling platform through a third-party API, the ticketing process begins when a customer creates a ticket on the company's website, providing necessary information. After the ticket is created, it is routed to the company's ticketing platform and stored in its database. Developers have the option to label the ticket by initiating a command line request to our API after the ticket is in the database. Upon execution, the ticket, along with its mandatory metadata (including title and description), is retrieved from the company's ticketing database and transmitted to our platform. Additional information may be included for improved categorization. Our platform then conducts the labeling/tagging process before returning the updated ticket, now labeled, to the ticketing database. Subsequently, the labeled ticket becomes accessible to teams and developers throughout the organization.

Could you provide a concise overview of the user journey within our platform?

The user journey on our platform begins with the "Build" page, where users input information about their ticket categories. This involves adding a description of each ticket label/category and any extra information deemed necessary. Users repeat this process for every potential ticket type that customers might generate. Once confident in their inputs, users can initiate the creation of a baseline model, which is generated within minutes. After establishing the baseline model, users transition to the "Fine-Tune" page. Here, they upload their company's private-labeled data from past tickets to refine categorization for specific use cases. This step involves generating a new model based on the refined baseline.
Once the model is ready, users proceed to the "Testing" page. Here, they can manually create dummy tickets and thoroughly test the model before considering deployment to production.
Additionally, users have the option to enhance functionalities, such as routing tickets to the appropriate subject matter expert or team based on labels (optional feature).

How will the API be structured?

As a ticket labeling platform, our API will specifically cater to labeling functionalities. Users can opt to retrieve tickets with a specific label, filter tickets based on multiple labels, and the primary functionality is to label a ticket given its unique ID. We aim to keep the API straightforward and focused on this specific use case, avoiding unnecessary complexity.