**Problem Statement:**

The current challenge lies in a high frequency of issues and an overwhelming influx of tickets, resulting in the incorrect delegation of tasks to teams. There's a noticeable spike in MTTR (Mean Time To Respond) as the organization grapples with the speed at which it addresses incoming problems. Customers are angry. Developers are spending significant time each day sifting through tickets unrelated to their expertise. When multiplied across the entire development team, these minutes add up to hundreds wasted daily on tickets that do not align with their skill sets. TicketCraft addresses this issue.

**Solution: TicketCraft**

TicketCraft offers a ticket labeling system as a solution to mitigate the identified challenges. Our platform utilizes natural-language processing (NLP) algorithms trained on various features, including ticket description, title, and more. It predicts the most relevant group to address and resolve a ticket by tagging tickets.

Key benefits of TicketCraft:

* Auto-labeling: Tickets get categorized automatically, streamlining the tagging process and ensuring accurate assignment to the appropriate resolution group.
* Directed Guidance: Pointing operators/developers to specific runbacks ensures a more targeted approach, improving efficiency in handling tickets.
* Identification of areas with high ticket in-flows
* Immediately ask ticket-category-specific customer info

TicketCraft offers a comprehensive solution to automate and optimize the ticket management process, addressing the inefficiencies associated with ticket categorization and resolution.