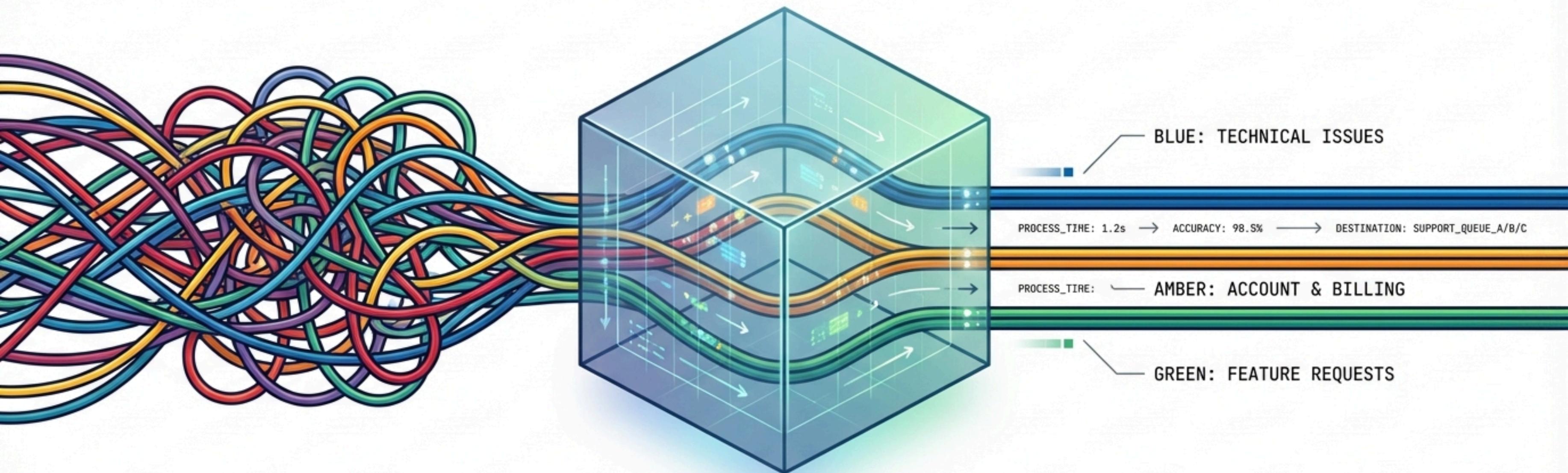
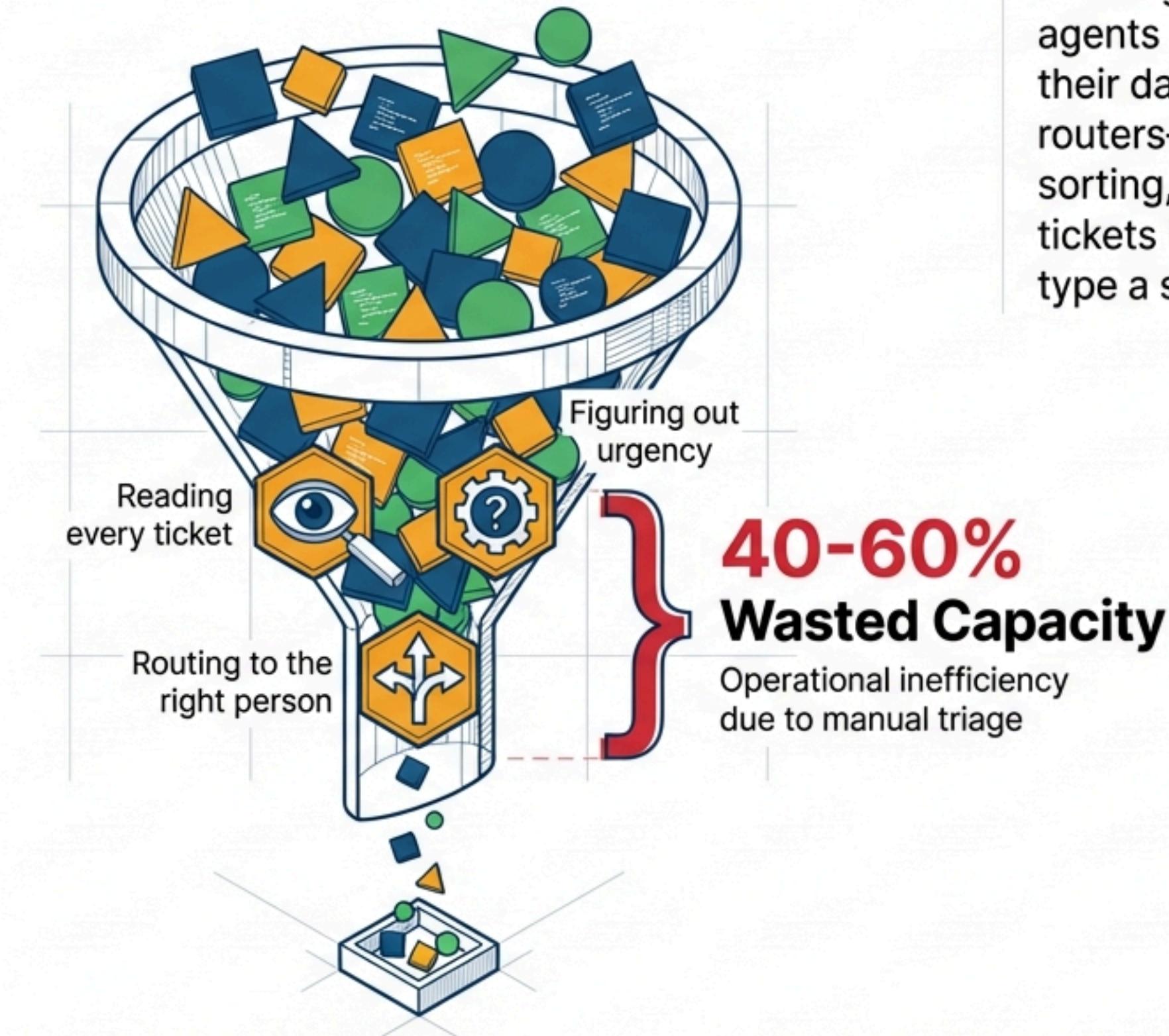


# Automated Support Triage: From Chaos to Categorisation

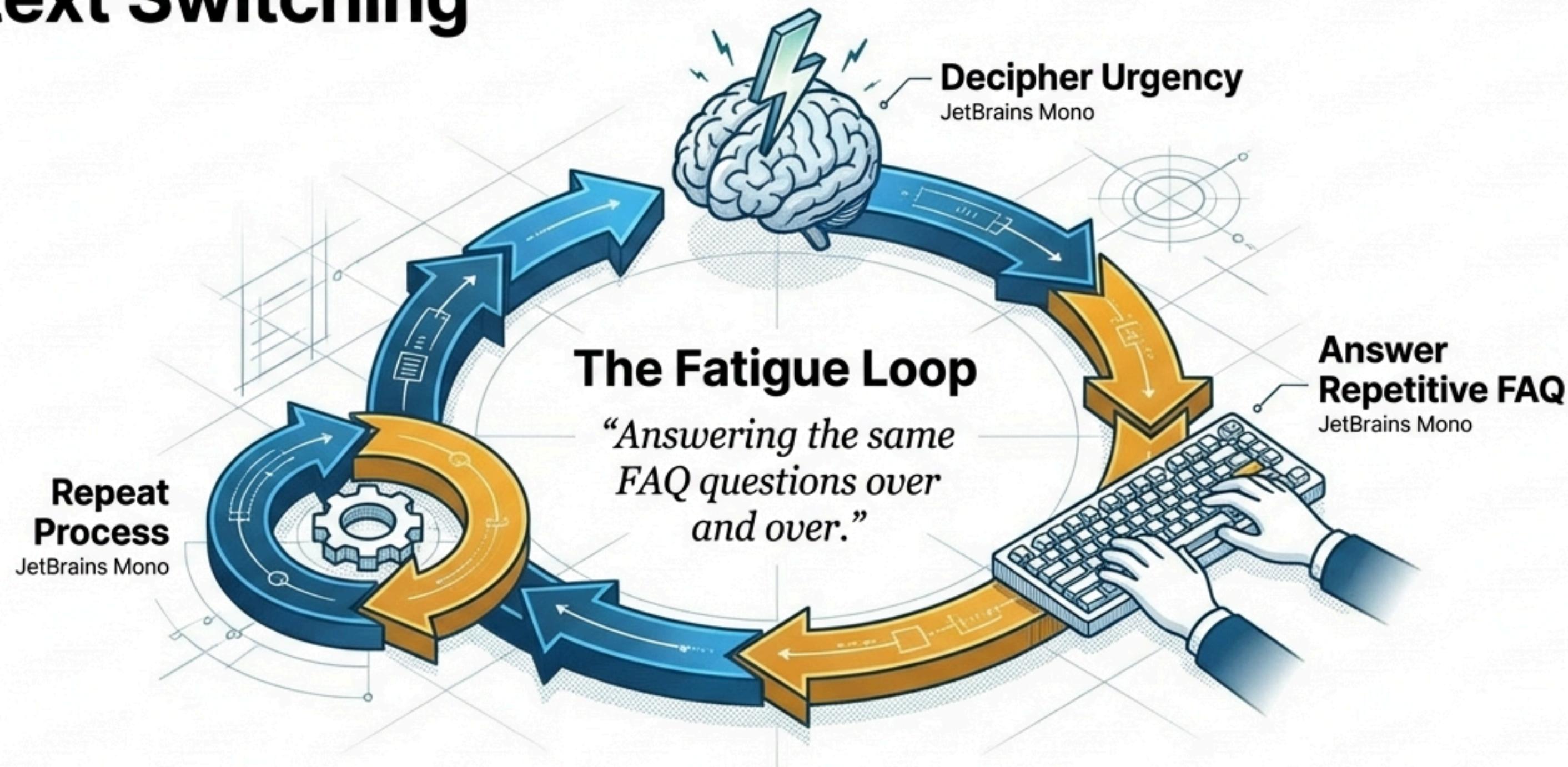
How to use n8n and Google Gemini to reduce manual routing time by 60%.



# The Triage Trap: Where 40-60% of Support Time Goes to Waste

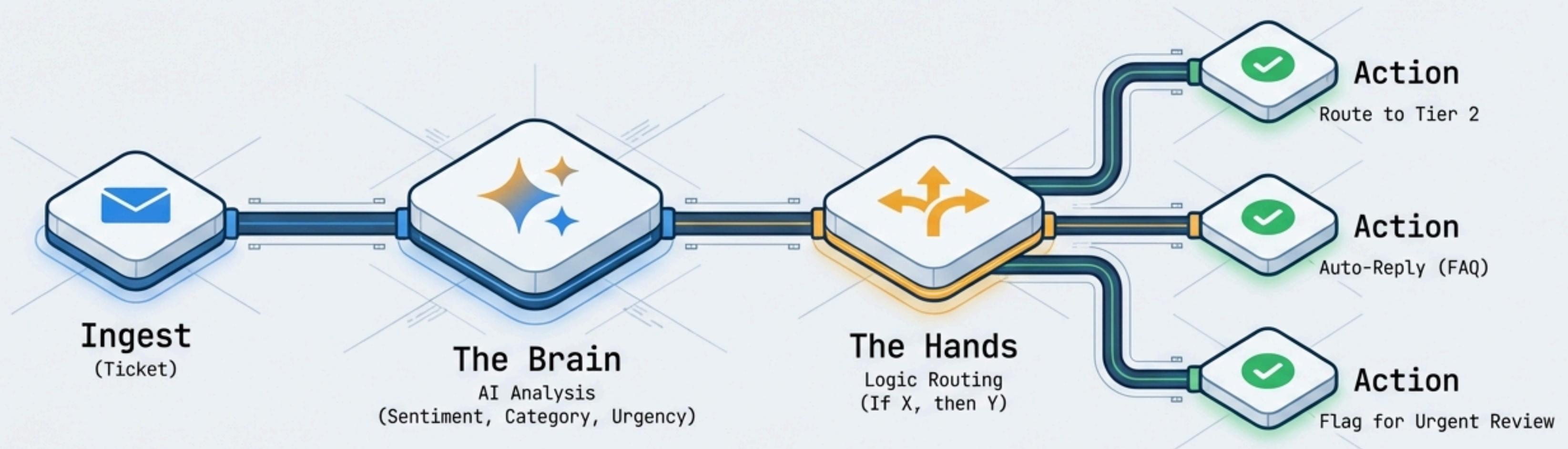


# The Hidden Cost of Manual Context Switching



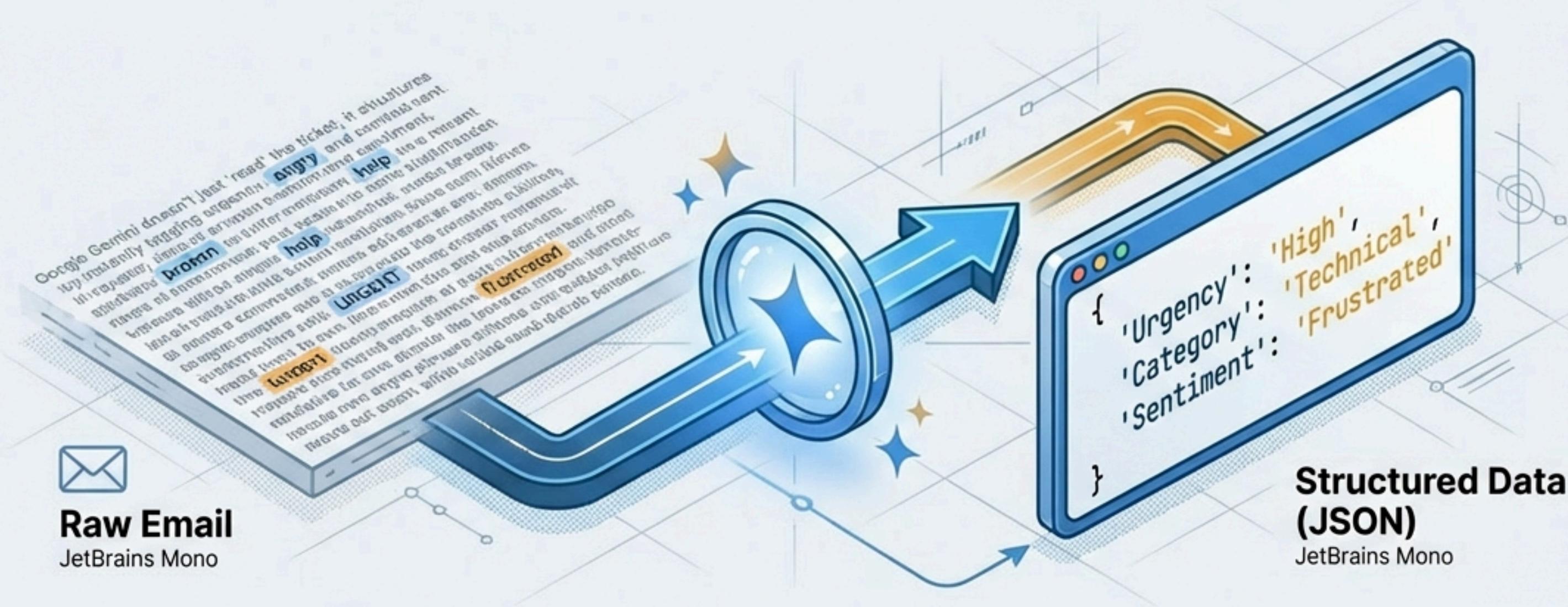
The inefficiency isn't just in the time lost; it's in the talent wasted. Senior support staff are bogged down by repetitive queries, leaving less bandwidth for complex, high-value customer issues.

# The Solution Architecture: n8n + Google Gemini



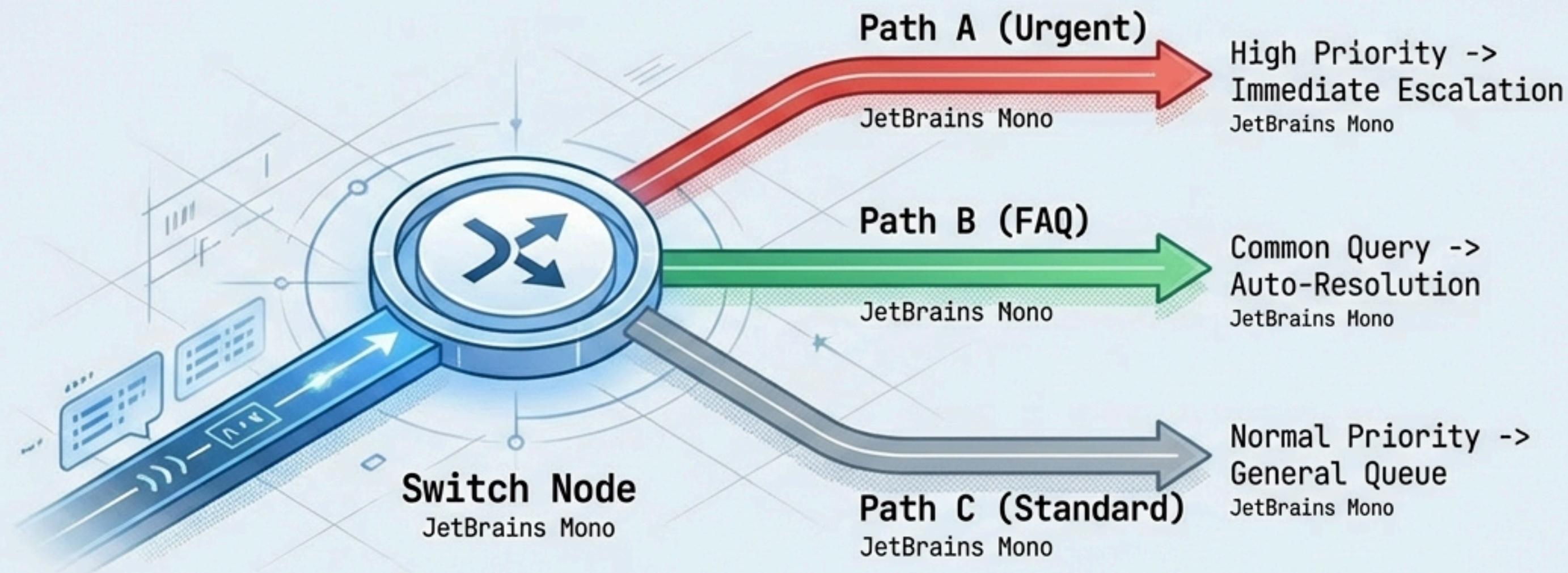
We replace manual decision-making with a structured workflow. Google Gemini acts as the intelligence layer, analysing unstructured text, while n8n handles the logistical execution.

# The Intelligence Layer: Structured Analysis in Seconds



Google Gemini doesn't just 'read' the ticket; it structures it. By instantly tagging urgency and sentiment, the system prepares the data for logic-based routing without human intervention.

# The Routing Logic: Zero-Latency Decision Making

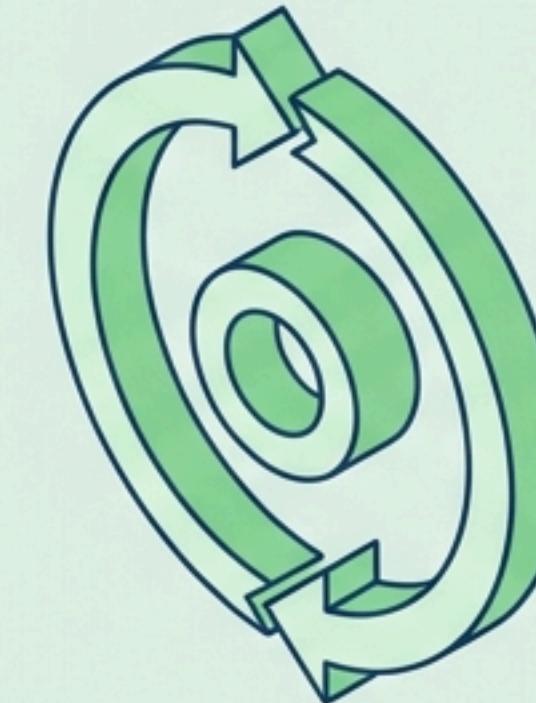


The n8n Switch Node acts as the traffic controller. Based on the structured data provided by Gemini, it instantly directs the ticket to the correct resolution path. No thinking time required.

# Simulation: Stress-Testing the Workflow



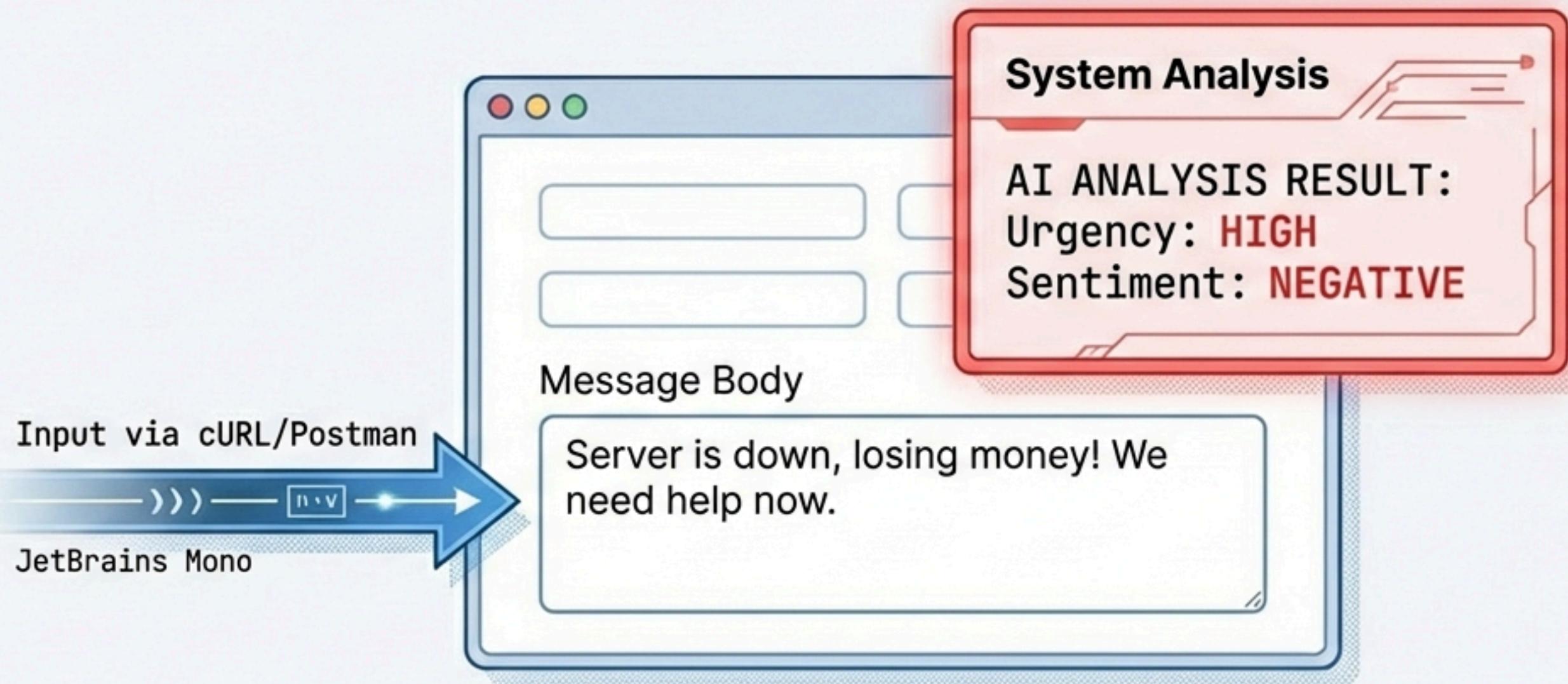
Scenario A: The 'Urgent' Ticket



Scenario B: The 'FAQ' Ticket

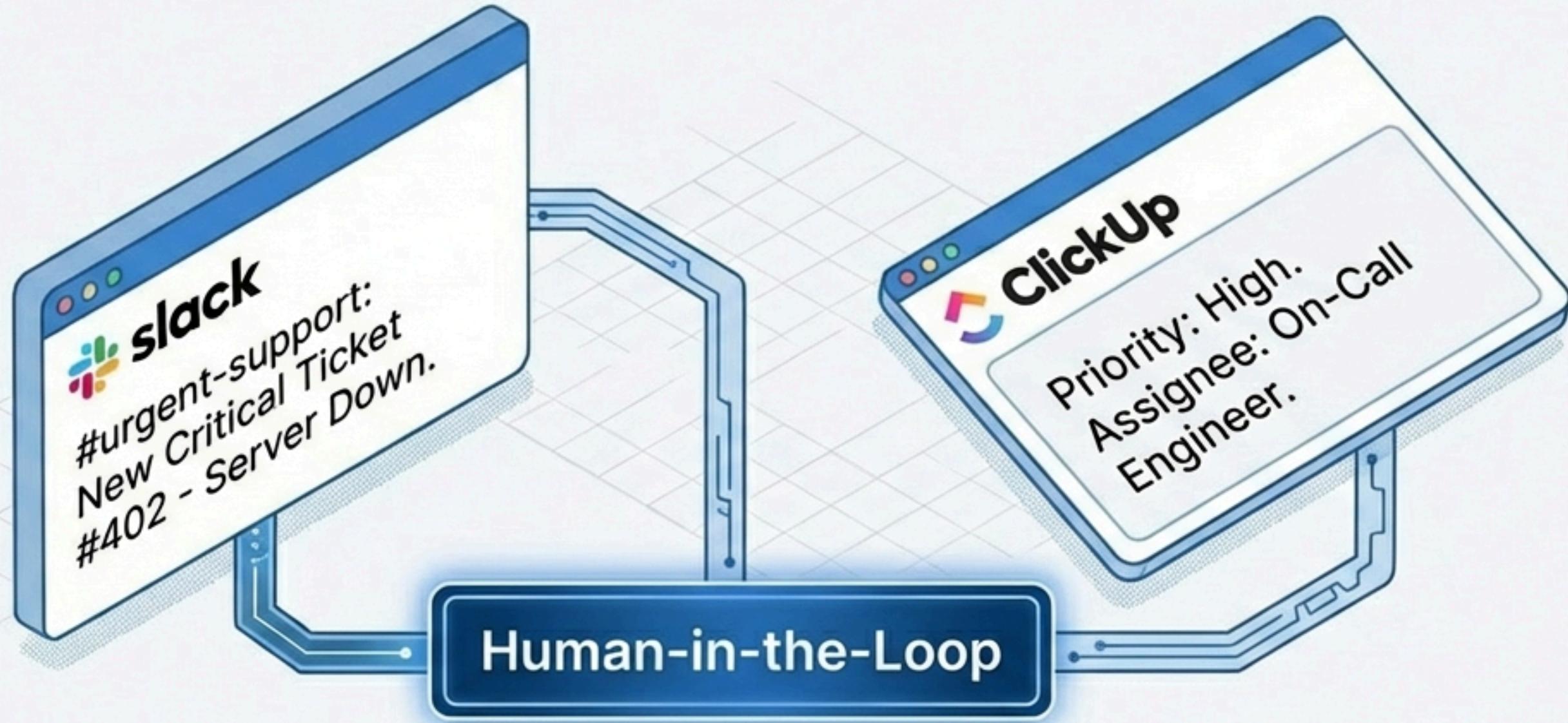
To validate the architecture, we simulate two distinct ticket types commonly entering the queue. We will trace the journey of an Urgent server issue vs. a repetitive billing FAQ to demonstrate differential handling.

# Scenario A: The Urgent Ticket Detection



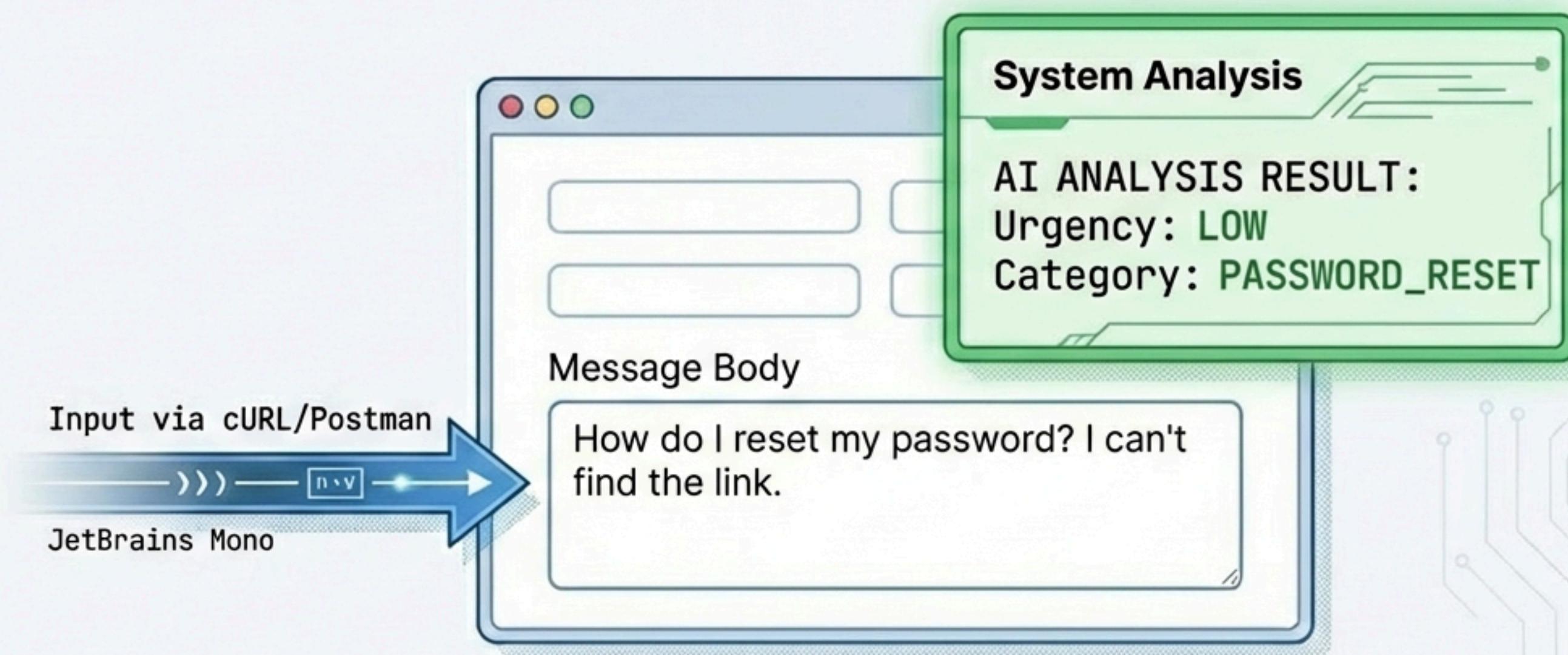
The system ingests a critical issue. Gemini instantly flags the high negative sentiment and keywords indicating a service outage, triggering the 'Urgent' routing path.

# Scenario A Resolution: Instant Human Escalation



For critical issues, automation stops at notification. The system ensures the right human sees the issue immediately via Slack and project management tools, eliminating triage delay.

# Scenario B: The Repetitive FAQ Detection



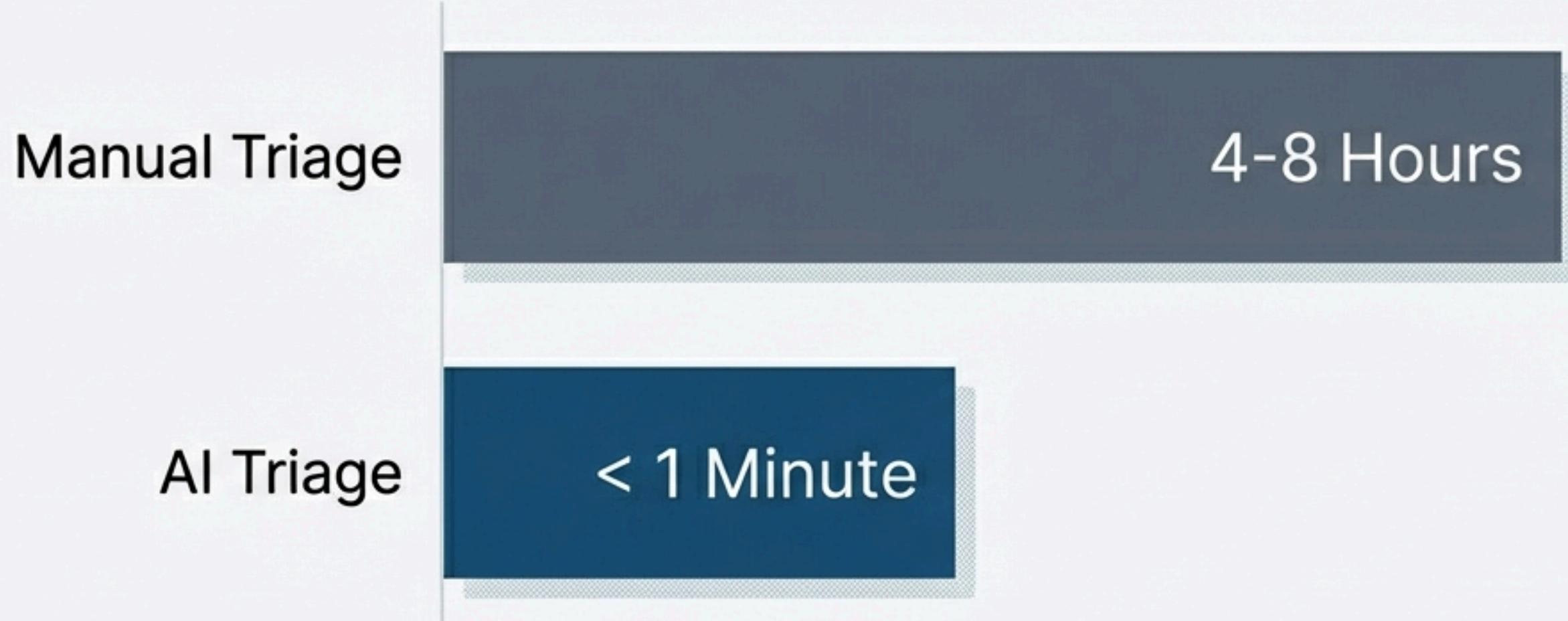
The system identifies a common, low-risk query. The historical data indicates this category requires a standard response, triggering the 'Auto-Resolve' path.

# Scenario B Resolution: Zero-Touch Auto-Response



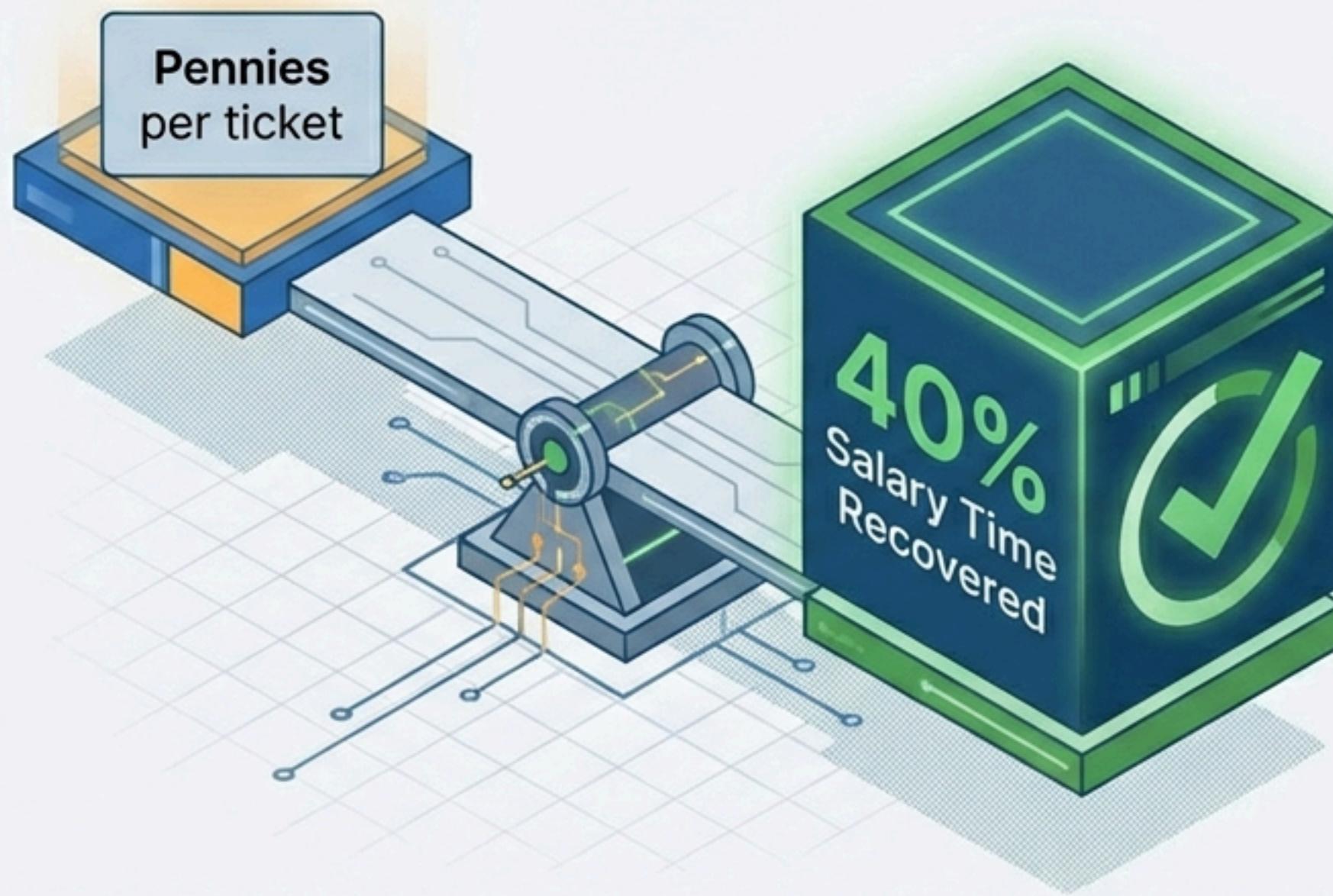
The AI drafts and sends the correct documentation link or instruction. The ticket is resolved and closed without an agent ever opening the dashboard.

# The Velocity Impact: 70% Faster Response Times



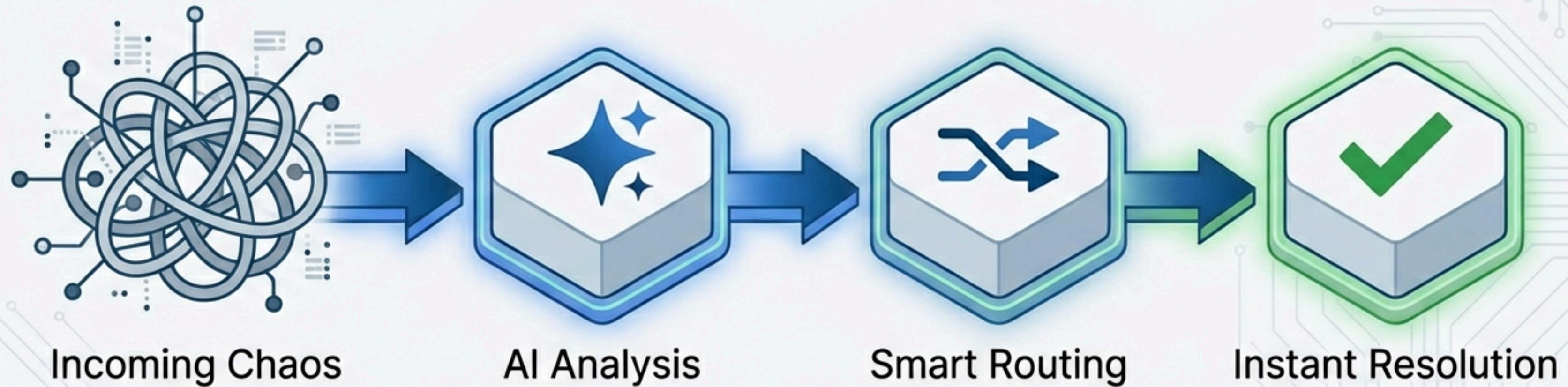
By removing the bottleneck of manual sorting, urgent issues are addressed 70% faster. Simultaneously, up to 40% of the queue (FAQs) is cleared instantly, leaving a cleaner workspace for your team.

# The Operational ROI: Recovering 40% of Team Capacity



This is not an expensive enterprise software seat. It is a usage-based architecture built on n8n and Gemini that costs pennies per ticket processed, while returning nearly half of your team's work week.

# The New Standard for Support Operations

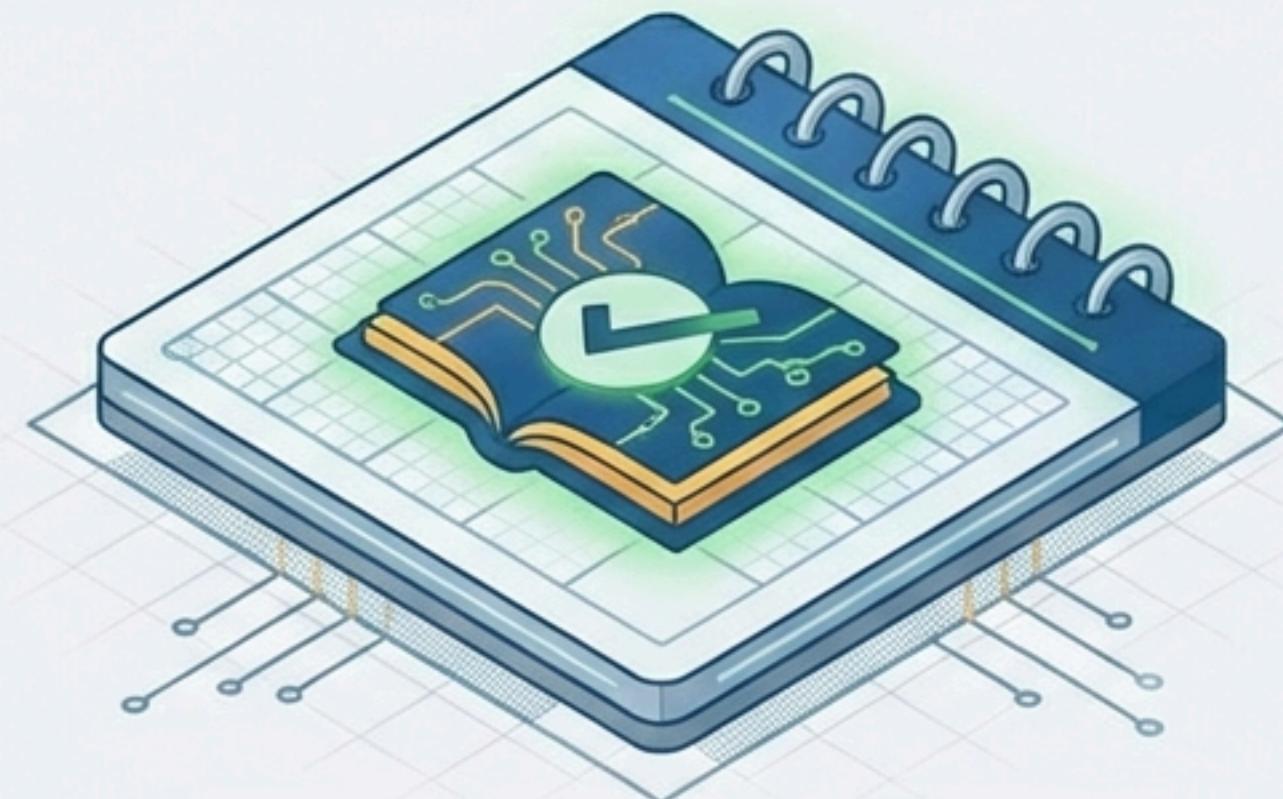


- No more manual tagging
- Instant escalation for fires

- Auto-replies for FAQs
- Seamless integration with Stack

# Stop Drowning in Tickets. Start Automating.

If your support team is losing 40% of their day to triage, let's fix the architecture.



[Book Your Workflow Audit](#)

We can implement this n8n triage system to fit your specific tools and categories. Schedule a call to define your routing logic.

# Deploy This Workflow.

[Book a Call →](#)

 TORQUE



Ritesh Kumar Singh

## Discovery Call - Torque

⌚ 30 min

📹 Web conferencing details provided upon confirmation.

Let's discuss how Torque can automate your operations.

[Cookie settings](#)

Select a Date & Time

< February 2026 >

MON	TUE	WED	THU	FRI	SAT	SUN
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Time zone  
🕒 India Standard Time (9:28pm) ▾

🔧 Troubleshoot