**ABSRTACT**

Under the acceleration of the wheel of technology around the world, various ways of automating information have occurred to replace old-fashioned ways that don't serve the pace of everyday lifestyle. There are many things that we should change in our work systems such as paper, stand-alone systems, phone calls or even email. Every kind of companies has different sections that help the process of paperwork concerning personnel and maintenance. However, some of this paperwork might be overlooked or delayed, which could lead to slow down the outcome of the organization. So, they need to improve their system work to save time, effort and make an efficient mechanism to follow requests and tickets of any organization or customer. So, we should replace any old system with RPA to facilitate the work of supporting and following tickets. As a solution to that, we have come with the idea of the " Ticket Automation System Using RPA." The application aim is to eliminate manual intervention in ticket creation and it raise a ticket based on the complaint mail. If the details are incomplete (e.g. customer id is missing), send a mail to customer asking for missing details and Link the subsequent responses from the customer to the original ticket. Recognize the bounced mails and initiate appropriate action via sending auto response to template-based mails (complaints/queries) i.e. no free text.. It is a modern way to solve problems.

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**LIST OF ABBREVIATION**

|  |  |
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| **ABBREVIATION** | **EXPLANATION** |
| NLTK | The Natural Language Toolkit |
| NLP | Neuro-Linguistic Programming |
| SRS | Software Requirements Specification |
| PyPI | Python Package Index |
| SAP | System Applications |