

IT support ticket triage

How my AI agent works

Trigger

1



Start run manually

2



Ticket Analysis Agent

3



Decision Support Agent

4



Customer Response Agent

5



Final Decision Summary

Trigger

Start workflow manually by entering ticket info, error logs, and customer message.



Start run manually

Runs can be started manually by any user with access to this workflow. Optionally, inputs can be added which will be required to be entered every time a run is started. These inputs will be available for use in the rest of the workflow.

Add run inputs

Parameter	Default value	Required?
<div><div>=</div>Ticket Descript...</div>	<div>Add default value</div>	<input checked="" type="checkbox"/>
<div><div>≡</div>Error Logs</div>	<div>Add default value</div>	<input checked="" type="checkbox"/>
<div><div>=</div>Customer Mess...</div>	<div>Add default value</div>	<input checked="" type="checkbox"/>

+

Add input

Step 2

Ticket Analysis Agent

Analyze ticket to identify issue category, root cause, and severity level.



Ticket Analysis Agent

Prompt

Give the model detailed instructions. Insert relevant data for context.

[See examples](#)

You are an IT support analyst.

Analyze the ticket details and provide:

1. Issue category
2. Probable root cause
3. Severity level (Low / Medium / High)

Ticket Description:

{{Ticket Description}}

Error Logs:

{{Error Logs}}

Step 3

Decision Support Agent

Recommend next action for support (Restart, Patch, Escalate, or Monitor) with justification.



Decision Support Agent

Prompt

Give the model detailed instructions. Insert relevant data for context.

[See examples](#)

You are a senior IT support engineer.

Based on the ticket analysis below, recommend the next best action.

Choose ONE action only from:

- Restart
- Patch
- Escalate
- Monitor

Also provide a brief justification for the chosen action.

Ticket Analysis:

Step 4

Customer Response Agent

Draft a customer-facing response that summarizes the problem and outlines next steps.



Customer Response Agent

Prompt

Give the model detailed instructions. Insert relevant data for context.

[See examples](#)

You are a customer support specialist.

Draft a professional and polite response to the customer.

Include:

- Brief issue summary
- Recommended action or next steps
- Reassurance and expected resolution timeline

Ticket Analysis:

{{Ticket Analysis Agent}}

Step 5

Final Decision Summary

Create a final summary with issue details, recommended action, and the customer response.



Final Decision Summary

Prompt

Give the model detailed instructions. Insert relevant data for context.

[See examples](#)

Create a final consolidated output for the IT support ticket.

Include:

1. Issue summary
2. Severity level
3. Recommended action
4. Customer response message

Ticket Analysis:

{{Ticket Analysis Agent}}

AI agents that work for you

⇒ relay.app/templates

