Predictive Dispatch for SAP FSM â Reduce Emergency Trips & Improve FT

Use ticket history and telemetry to prioritize and route work orders,
improving first-time-fix and reducing emergency dispatches.

Problem

High emergency dispatch rates and low first-time-fix cause cost overruns
and poor customer experience. Manual triage lacks predictive context.

Solution

Combine ticket history, asset telemetry, and basic ML classification to score
urgency and recommend skillsets. Integrate predictions into SAP FSM via CPI.

5-step Implementation

1. Harvest labeled historical tickets and telemetry for training dataset
2. Engineer features and build lightweight classifier
3. Deploy model behind Joule endpoint with priority scores
4. Integrate via CPI to update tickets and assign skills in FSM
5. Pilot in small region and monitor emergency dispatch rate

Key KPIs

â¢ Emergency dispatch reduction: 12â 25%
â¢ First-time-fix improvement: +15â 25%
â¢ Dispatch latency reduction: measurable improvement

Contact

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