**Solution Overview**

The Ticket Automation Advisor is an intelligent system that analyzes IT service desk ticket data to identify automation opportunities. The solution uses a multi-agent architecture to process ticket data, identify patterns, and suggest targeted automation solutions.

**Key Components**

* **Data Processing Agent:** Cleanses and analyzes ticket data, standardizing formats and extracting key metrics
* **Insight Finder Agent:** Identifies patterns in ticket resolutions using NLP and clustering techniques
* **User Query Agent:** Provides on-demand analysis of ticket data through natural language queries

**Benefits**

* **Qualitative Analysis:** Focuses on actionable insights rather than mere statistics
* **Targeted Automation:** Identifies specific problem areas with the highest automation potential
* **Business Value:** Reduces ticket volume, decreases resolution time, and improves service quality

The system features an intuitive Streamlit interface that visualizes data patterns and automation opportunities, enabling support teams to make data-driven decisions about where to invest in automation.