

Ticket Insights

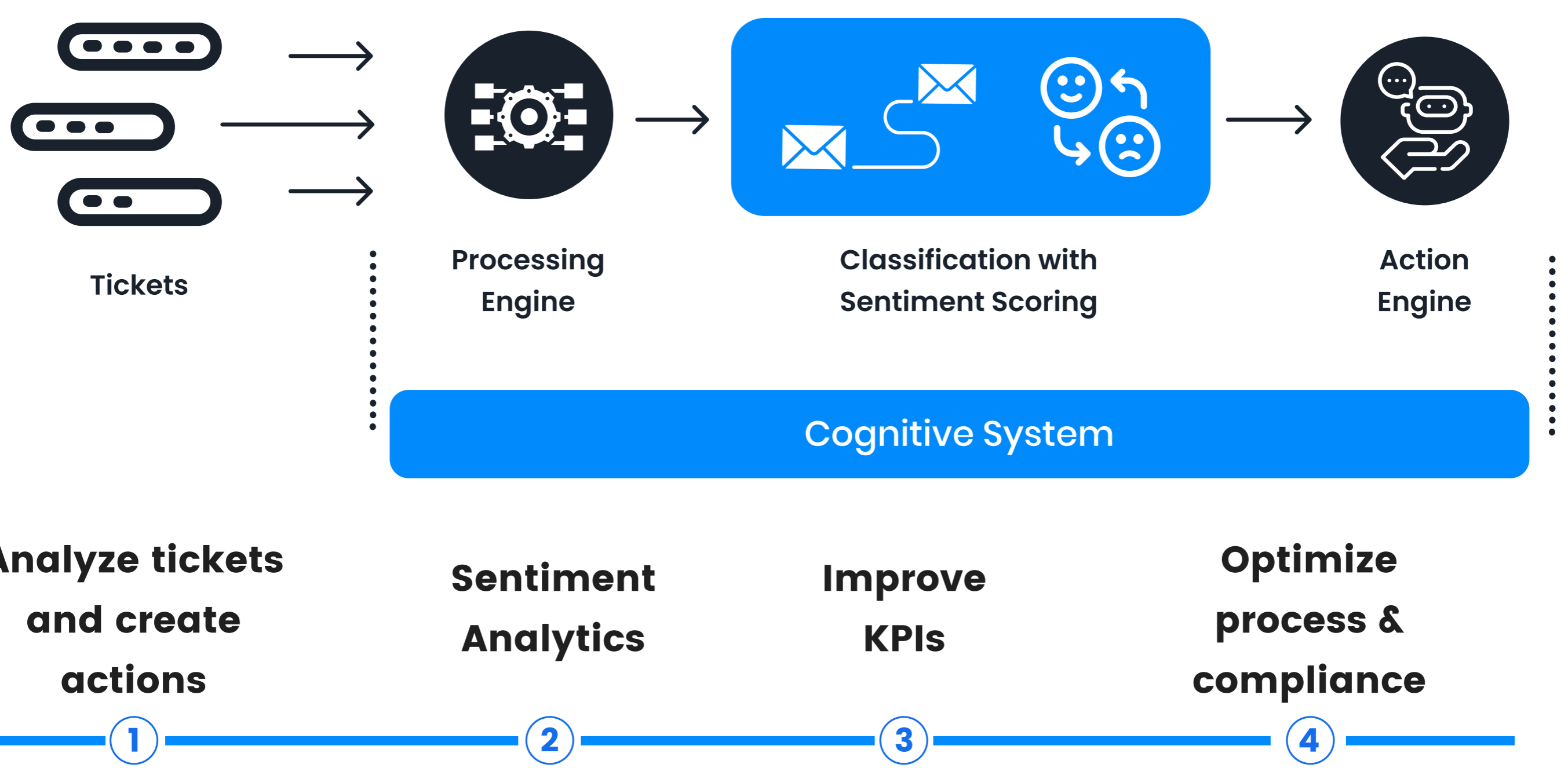
Reveal hidden insights from unstructured and semi-structured ticket data.



Opportunity

- Optimize costs
- Learn the true sentiment of your clients
- Increase client satisfaction
- Be more proactive and less reactive

Wow Factor



Supporting Evidence

- 92% classification accuracy
- 25% auto-response with no human intervention
- Hundreds of recommendations generated

So What

- Improve first contact resolution
- Reduce manual effort and parts costs
- Implement recommendations that improve client satisfaction and increase revenue

Success Stories

20% improvement in first contact resolution resulted in \$5M/year savings for a high tech OEM

- Fewer parts used
- Logistics savings
- Reduction in support calls

5% increase in client satisfaction