HPS

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Ticket Systems

With a view on KISSKI

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A tool to handle customer requests and orders

- List of customer and employee requests and orders
  - Received via various channels: email, phone, website, ...
- Each request creates a ticket with unique ID
  - Requests are not lost
  - Processed with all related information in one place

A customer’s request in the context of ticket system

- Amenable to a decisive resolution
  - Completed
  - Not a problem
- One person formally responsible to move request forward

Wide range of solutions

- No ticket system at all, e.g. emails
- Pure issue lists, e.g. GitLab issues
- Full service management solutions, e.g. Znuny [1], OTRS [2], . . .

[1] https://www.znuny.org

[2] https://otrs.com/

Ticket systems offer a variety of functions for keeping the overview

- Ticket tracking in terms of customer-agent interactions and assignees
- Escalation to next higher level
- Customer self-service
- Knowledge database of FAQs and previously solved problems
- Prioritization
- Reporting with regard to ticket volume, answer time, etc.

Ticket categories in the context of an AI service centre

- Default “incoming queue”
- Infrastructure provision
- Product development
- Consulting
- Offers
- Contact

High-level workflow overview

- Customer reaches out to help desk with a request
- Help desk employee verifies the request, sorts it into the corresponding queue and assigns it to a ticket agent
- Ticket agent works towards resolving the ticket and updates the status
- Status is marked as resolved after ticket is fully addressed

Summary on ticket systems

- Software to manage and maintain a list of customer requests
- Workflow: Receive, confirm, classify, assign, process and track
- Organize tickets into multiple, context-specific queues