

# Enhancing Service Desk Efficiency with Ticket Routing Automation



## Business Challenge

The challenge at hand involves refining ticket routing processes within the ServiceDesk environment to enhance operational efficiency. Presently, manual intervention and insufficient routing mechanisms contribute to inconsistencies and delays in issue resolution. Our objective is to implement automation technologies, integrating NLP and AI/ML algorithms, to intelligently categorize and assign tickets to relevant support groups. This initiative aims to minimize response times, optimize resource allocation, and ultimately improve service delivery, aligning with organizational objectives for enhanced customer satisfaction and operational excellence.

## Solution Overview

The solution presented addresses the challenge of managing incidents across various support groups, aiming to enhance service desk efficiency through automated ticket routing. Leveraging the ServiceNow platform, this solution integrates advanced automation technologies to streamline ticket assignment processes. The solution targets improved operational effectiveness and reduced response times by mitigating issues related to email clutter and routing uncertainties. Key components include UI action scripts, NLP, and AI/ML-based processing, enabling intelligent analysis of ticket descriptions for accurate support group assignments. Through seamless integration with existing workflows and channels, such as email and chat, the solution promises increased productivity, optimized workflows, and enhanced customer satisfaction.

## Demo Overview

The demo showcases the standard interface used by Service Desk agents to efficiently address and route incidents of varying types, priorities, and statuses. Agents handle phone conversations and manage a shared mailbox, typically the organization's Service Desk email address. Automation plays a crucial role in reading emails, creating tickets, and queuing them for assessment by agents. However, users are often unsure where to send emails, leading to clutter and delays in incident resolution. While creating simpler email addresses for support groups could mitigate this, it risks returning users to the habit of emailing the Service Desk address exclusively, hindering efficiency. Organizations may employ low-cost labor for queue management, but this approach proves inefficient and introduces delays in issue resolution. To address these challenges, Zones has developed an automation strategy that leverages ServiceNow features to streamline ticket lifecycles. The focus is on automating frequently used processes, such as assigning the right support groups, which occurs more than three times per ticket on average. By automating this process, time is saved, and efficiency is enhanced, contributing to smoother workflows and faster issue resolution.

Consider **IT done**

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