

Espressive Barista Smart Ticketing

Smart Ticketing, a unique capability of Espressive Barista, our AI-based virtual support agent (VSA), eliminates the need for help desk agents to classify, assign, and prioritize tickets. By using machine learning (ML) to build a predictive model from customer historical tickets, newly created tickets, and agent actions, customers can deploy fast without the requirement to build and maintain a large index of static rules. And because tickets are correctly assigned to the right team from the start, customers dramatically reduce mean time to resolve (MTTR) while providing a better employee experience.

Eliminating Ticket Ping Pong

Accurately classifying, assigning, and prioritizing tickets has been an age-old problem with help desks. When tickets are submitted to help desk agents on behalf of employees, it is crucial that the data within them is correct in order for employee issues or incidents to be resolved as quickly as possible.

If tickets are not correctly populated, not only do agents have to spend time manually fixing them, but they likely need to be reassigned. In traditional ITSM systems, 30–40% of IT tickets are not created correctly or routed to the right team, resulting in ticket ping ponging across teams. By the time tickets are assigned to the right support teams, costly resolution time is spent, resulting in escalations and frustrated employees, as well as negatively affecting the perception of your help desk.

ISSUE	RESULTS IN	OUTCOME
Missing data	Agent filling in blanks	Longer resolution Bad reporting
Incorrect classification	Wrong assignment Delayed triage	Costly reassignment Dropped tickets
Incorrect prioritization	Agents not working on important issues	Business impact is more severe
Other incorrect or missing data	Wasted time Greater chance of mistakes	Bad reporting Longer MTTR

With Smart Ticketing, agents no longer need to classify every single ticket that comes in. Instead, the machine learning model will predict the ticket data and populate the tickets for agents to review. As new tickets come in and agents occasionally correct predicted tickets, these changes are reviewed and approved, ultimately creating a better machine learning model that requires less human interaction.

Correcting Data Bias

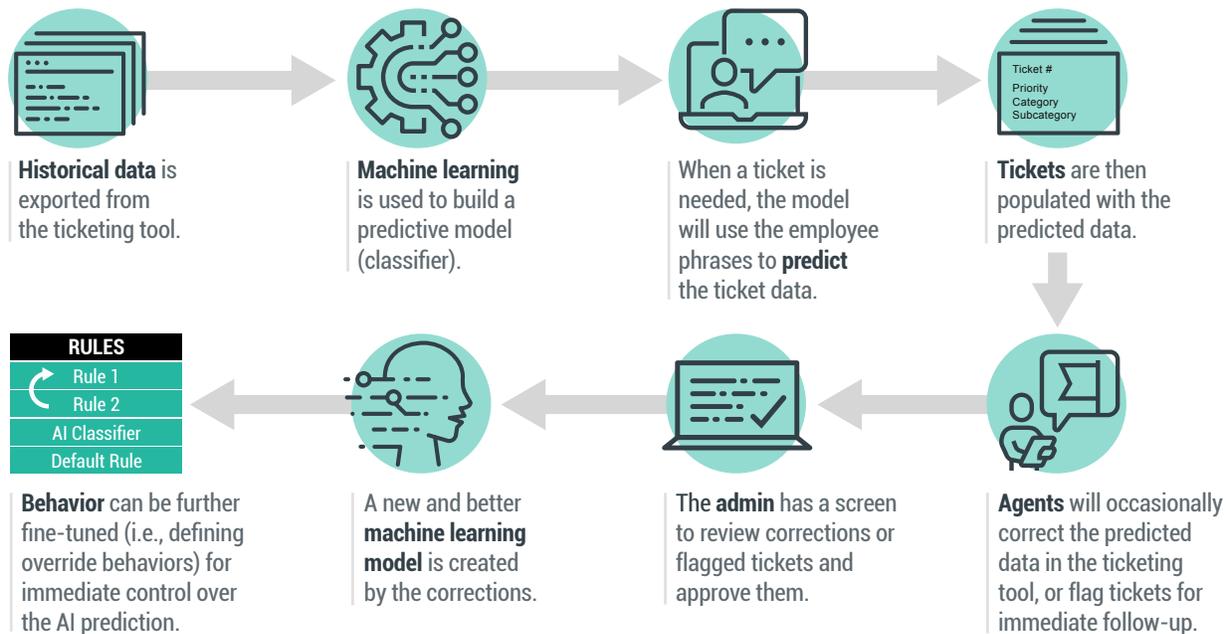
As with any machine learning model, its prediction is only as good as the data it learns from. Unfortunately, it is quite common for historical data to have inaccuracies or inconsistencies, and as a result, some tickets will be incorrectly assigned or categorized. When that happens, agents need to manually correct the tickets within the ITSM tool. Traditional models favor historical data when populating new tickets, creating a never-ending stream of work for the agents.

With Barista, the predictive model has been built to favor learning from agent corrections and newly created tickets over historical data. Barista can also ask for confirmation before learning from human corrections.

In order to do so, agent corrections are presented to the admin in the user interface (UI). Admins choose which corrections the predictive model should favor over the historical data, accepting or rejecting changes as required. This helps improve the predictive model to ensure it learns the new prediction, therefore helping resolve employee issues faster as they will be correctly categorized and assigned the first time.

Only Barista Smart Ticketing leverages machine learning and data to help ensure that populated tickets are categorized and assigned to the correct service teams once they are created, giving your help desk the ability to deliver an exceptional employee experience.

How Barista Smart Ticketing Works



ABOUT ESPRESSIVE Espressive is the pioneer in AI for enterprise service management (ESM), redefining how employees get help by delivering exceptional employee experiences. Barista, our VSA, brings the ease of consumer virtual assistants, such as Amazon Alexa and Google Home, into the workplace. Barista automates resolution of employee questions with personalized experiences that result in employee adoption of 80 to 85% and reduced help desk call volume of 50 to 70%. Visit us at [Espressive.com](https://www.espressive.com) to learn more and [request a demo](#).