

Customer service ticket routing

Automatically routes customer service tickets to appropriate departments based on issue type and urgency, ensuring faster resolution times and improved customer satisfaction.

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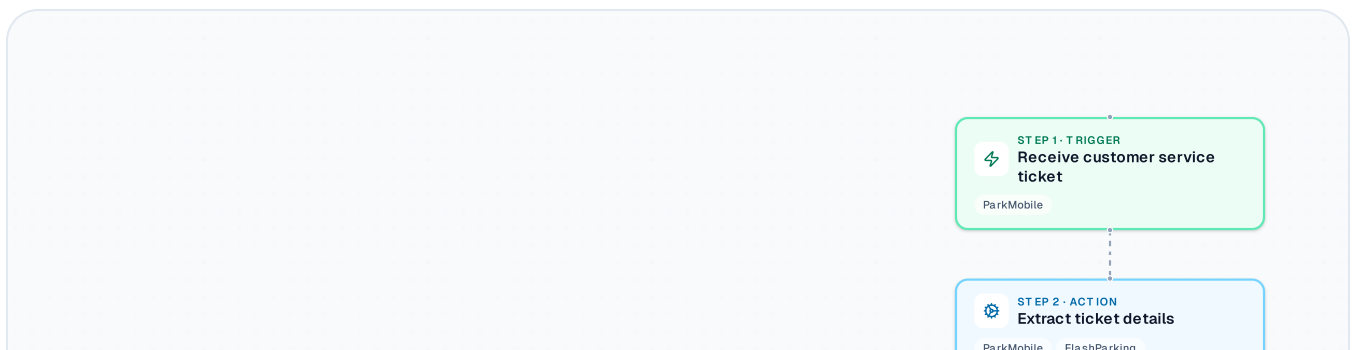


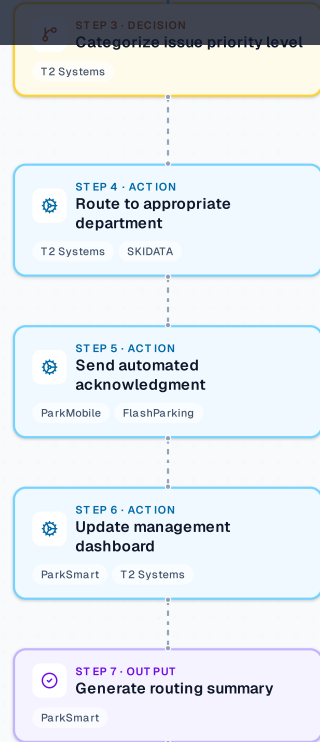
WORKFLOW TRIGGER

Customer submits a service ticket through mobile app or web portal

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

Receive customer service ticket

Customer submits a support request through ParkMobile app or web interface regarding parking issues, payment problems, or technical difficulties.

ParkMobile

2

 ACTION

Extract ticket details

Parse ticket content to identify issue type, location, customer priority level, and urgency indicators using AI text analysis.

ParkMobile

FlashParking

3

 DECISION

Categorize issue priority level

Determine if ticket is high priority (system outage, payment disputes) or standard priority (general inquiries, feature requests) based on predefined criteria.

T2 Systems

4

 ACTION

Route to appropriate department

Assign ticket to technical support, billing department, or field operations team based on issue category and priority classification.

T2 Systems

SKIDATA

5

Send automated acknowledgment

Notify customer via SMS or email with ticket number, expected resolution timeframe, and assigned department contact information.

ParkMobile

FlashParking

6

 ACTION

Update management dashboard

Log ticket metrics in real-time reporting system and trigger alerts for SLA violations or high-priority issues requiring escalation.

ParkSmart

T 2 Systems

7

 OUT PUT

Generate routing summary

Create detailed routing report showing ticket assignment, response times, and queue status for management review.

ParkSmart



Outputs

- Ticket assigned to appropriate department

AI Business OS

- Customer acknowledgment sent
- Management dashboard updated
- Routing summary report generated



Key Metrics

- Average ticket routing time
- First response time by department
- Customer satisfaction score
- SLA compliance rate



Tools & Integrations

- ParkMobile
- FlashParking
- T2 Systems
- SKIDATA
- ParkSmart

AI Business OS

Actionable AI implementation strategies for business leaders ready to transform their operations.

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