

Support ticket routing and resolution

Automatically routes incoming support tickets to the right agents based on customer tier, issue type, and agent expertise, then tracks resolution to completion. Reduces response times and improves customer satisfaction through intelligent assignment.

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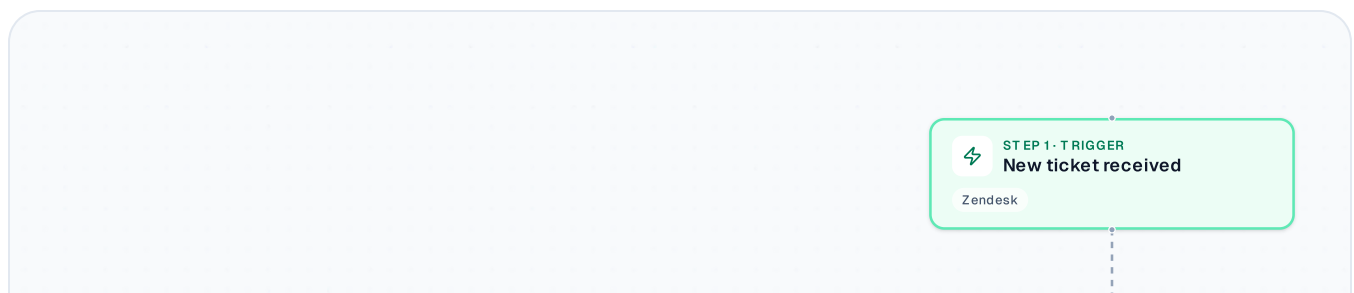


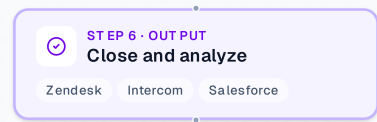
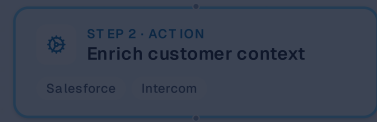
WORKFLOW TRIGGER

New support ticket is created in Zendesk

Visual Flow

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





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Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

New ticket received

A customer submits a support request through any channel (email, chat, portal). The ticket is automatically captured in Zendesk with initial classification.

2

 ACTION

Enrich customer context

Pull customer account details including subscription tier, ARR, renewal date, and recent activity from Salesforce. Retrieve conversation history and satisfaction scores from Intercom.

Salesforce

Intercom

3

 DECISION

Categorize urgency level

Analyze ticket content, customer tier, and account health to determine priority level (P1-P4). Enterprise customers and churning accounts get elevated priority automatically.

Zendesk

Salesforce

4

 ACTION

Route to specialist

Assign ticket to the most appropriate agent based on issue category, customer tier, agent expertise, and current workload. High-priority tickets bypass standard queue.

Zendesk

5

 ACTION

Track resolution progress

Monitor ticket status and send automated escalations if SLA thresholds are approaching. Update customer health score in Gainsight based on resolution time and satisfaction.

Zendesk

Gainsight

6

🕒 OUTPUT

Close and analyze

Mark ticket as resolved, collect CSAT feedback, and log interaction details to customer timeline. Generate insights on common issues and agent performance.

Zendesk

Intercom

Salesforce



Outputs

- Ticket routed to optimal agent within 5 minutes
- Customer satisfaction score recorded
- Support interaction logged in customer timeline



Key Metrics

- Average first response time

- Customer satisfaction score

AI Business OS



Tools & Integrations

- Zendesk
- Salesforce
- Intercom
- Gainsight

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