

# Customer service ticket routing and resolution

Automatically routes incoming customer service tickets to appropriate technical teams and tracks resolution progress through intelligent categorization and escalation. Reduces response times and improves first-call resolution rates.

Download PDF

Get Your Blueprint

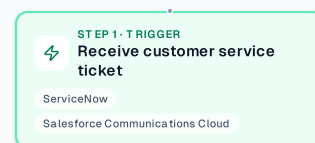


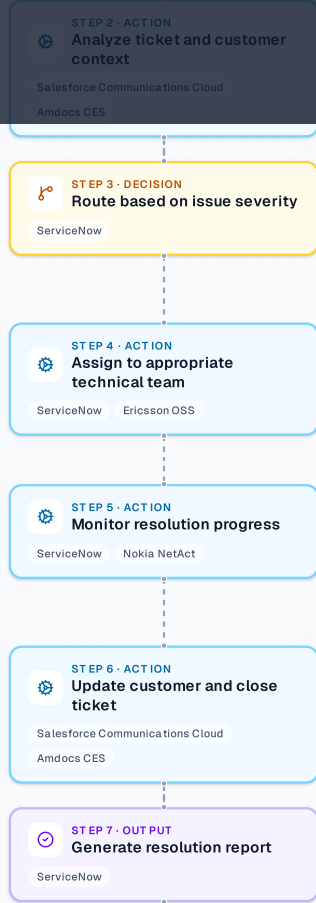
## WORKFLOW TRIGGER

Customer submits service ticket through web portal, mobile app, or call center

## 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

⚡ TRIGGER

### Receive customer service ticket

Customer service ticket is automatically captured from multiple channels including web portal, mobile app, or call center system. Initial ticket data includes customer details, service type, and issue description.

2

 ACTION

### Analyze ticket and customer context

AI analyzes ticket content using NLP to categorize issue type and retrieves customer service history, current service plan, and network status. System enriches ticket with relevant context data.

Salesforce Communications Cloud

Amdocs CES

3

 DECISION

### Route based on issue severity

System evaluates issue severity and type to determine routing path - critical network outages go to Level 3 engineers, billing issues to customer care, routine requests to Level 1 support.

ServiceNow

4

 ACTION

### Assign to appropriate technical team

Ticket is automatically assigned to the correct team queue based on expertise requirements and current workload. Team receives notification with prioritized ticket details.

ServiceNow

Ericsson OSS

5

 ACTION

### Monitor resolution progress

System tracks ticket status, sends automated updates to customer, and escalates if SLA thresholds are approaching. Real-time dashboard shows resolution progress.

ServiceNow

Nokia NetAct

6

 ACTION

## Update customer and close ticket

Upon resolution, system automatically notifies customer of solution, updates service records, and closes ticket. Customer satisfaction survey is triggered for feedback collection.

Salesforce Communications Cloud

Amdocs CES

7

 OUTPUT

## Generate resolution report

Comprehensive report is generated showing resolution details, time to resolution, customer satisfaction score, and any network improvements made.

ServiceNow



## Outputs

- Resolved customer service ticket

- Updated customer service record

## AI Business OS



### Key Metrics

- Average time to resolution
- First-call resolution rate
- Customer satisfaction score



### Tools & Integrations

- ServiceNow
- Salesforce Communications Cloud
- Amdocs CES
- Ericsson OSS
- Nokia NetAct

## AI Business OS

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

### COMPANY

[About](#)

[Industries](#)

### CONNECT

[MVP.dev](#)

[LinkedIn](#)

### RESOURCES

[Articles](#)