

Customer service ticket routing

This workflow automatically routes incoming customer service tickets to the appropriate department and technician based on issue type, priority, and location. It reduces response times and ensures specialized expertise handles each waste management concern.

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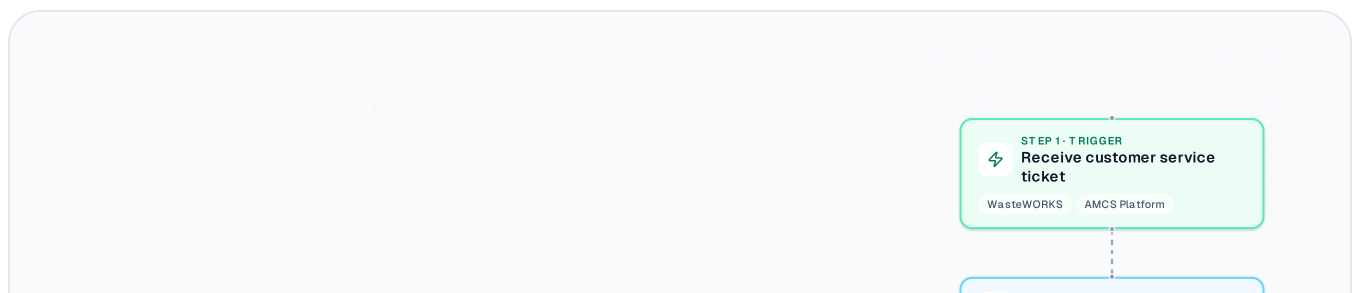


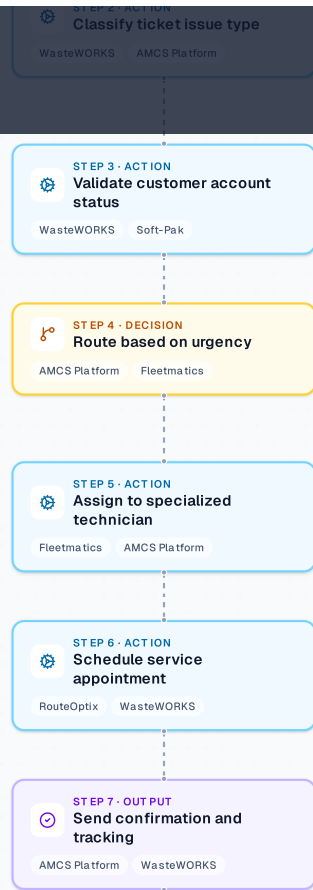
WORKFLOW TRIGGER

Customer submits service ticket via phone, email, or mobile app

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

Receive customer service ticket

Customer service ticket is submitted through multiple channels and captured in the system. Initial ticket data includes customer information, location, and issue description.

2

 ACTION

Classify ticket issue type

AI analyzes ticket content to categorize the issue as missed pickup, billing inquiry, equipment malfunction, or environmental concern. Natural language processing extracts key details and assigns initial priority.

WasteWORKS

AMCS Platform

3

 ACTION

Validate customer account status

System checks customer account for service history, payment status, and current service level. Account information helps determine appropriate response protocols and escalation paths.

WasteWORKS

Soft-Pak

4

 DECISION

Route based on urgency

Workflow branches based on issue urgency and type. Emergency issues like hazardous waste spills route immediately to field supervisors, while routine inquiries go to standard support queues.

AMCS Platform

Fleetmatics

5

 ACTION

Assign to specialized technician

AI Business OS

System matches ticket requirements with available technician expertise and geographic location. Assignment considers current workload, proximity to customer, and required certifications.

Fleetmatics

AMCS Platform

6

 ACTION

Schedule service appointment

Automated scheduling system books appropriate time slot based on route optimization and customer preferences. Calendar integration sends notifications to customer and assigned technician.

RouteOptix

WasteWORKS

7

 OUTPUT

Send confirmation and tracking

Customer receives automated confirmation with ticket number, assigned technician details, and estimated resolution timeframe. Real-time tracking updates are enabled for service progress.

AMCS Platform

WasteWORKS



Outputs

- Assigned service ticket with technician contact

- Scheduled service appointment confirmation
- Customer tracking number and status portal access

AI Business OS



Key Metrics

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



Tools & Integrations

- WasteWORKS
- AMCS Platform
- Soft-Pak
- Fleetmatics
- RouteOptix

AI Business OS

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