

Support Agents Challenges & Solutions

CHALLENGES

FACTORS

SOLUTIONS

The increasing number of support tickets leads to longer response times and missed high-priority tickets.



High Volume of Support Tickets

ML algorithms can identify critical issues by learning patterns and relationships between input factors like historical data, cases created, and so on.

Unable to find out the relevant content for solving a particular case leading to increased resolution times.



Content Findability

GenAI solutions help the support agents to locate information including top articles that can help resolve the case improving the

Struggle to organize all the relevant data for the ticket and create a case summary for future reference.



Case Summarization

LLM technology automatically generates brief and detailed summaries of the customer interactions providing an overview of the case's history and current status.

Struggle to prioritize cases that need to be handled first based on customer sentiment, and ticket complexity to prevent escalation.



Case Prioritization

AI-powered features like sentiment analysis can help the support agents to prioritize the tickets based on the customer sentiment preventing the escalations.

Multiple escalations due to the mismatch between the agents' skills and ticket complexity.



Case-routing

AI-powered solutions help in routing the case to an agent with the right expertise preventing multiple escalations of the case.

Due to a lack of insights into customer journeys and touchpoints, agents struggle to deliver personalized service.



Lack of Personalization

AI-powered solutions provide an overview of the history of user interactions leading to case creation assisting agents to deliver responses accordingly.