Predictive analytics framework for service ticket resolution

Current

Service Engineer calls the support desk

Support desk doesn't know the answer, sends a request to the engineer

Engineers take a long time to resolve the problem
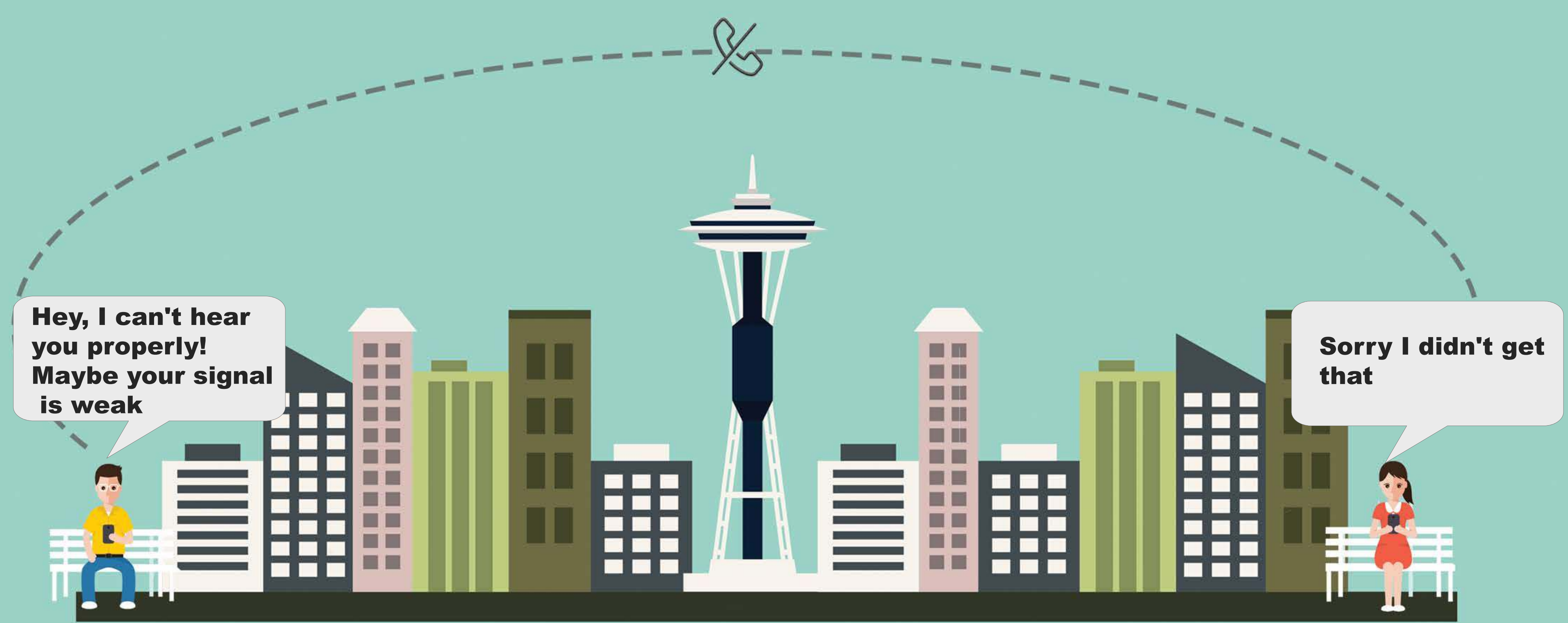
Technology stack

Future

Service Engineer calls the support desk

Support desk doesn't know the answer, sends a request to Ticket Genie

Ticket Genie uses data science to resolve the issue faster than support engineers

TEAM TICKETERS - AAKASH TIWARI, BHALCHANDRA SHIROLE, HEMANT JOSHI, ROHAN THAKKAR