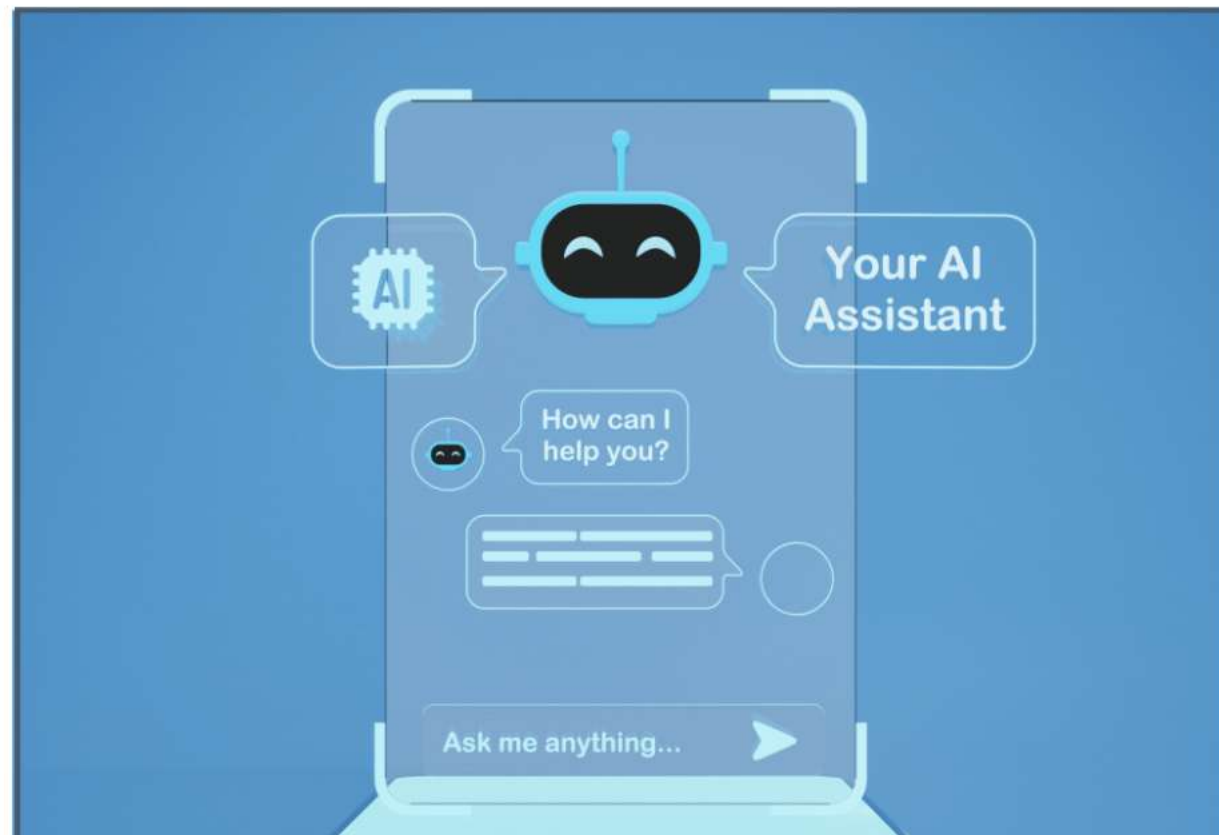


Folio3 Ticketing Copilot (for Zammad)

AI-powered ticketing & customer service
automation



Overview of Folio3 Ticketing Copilot



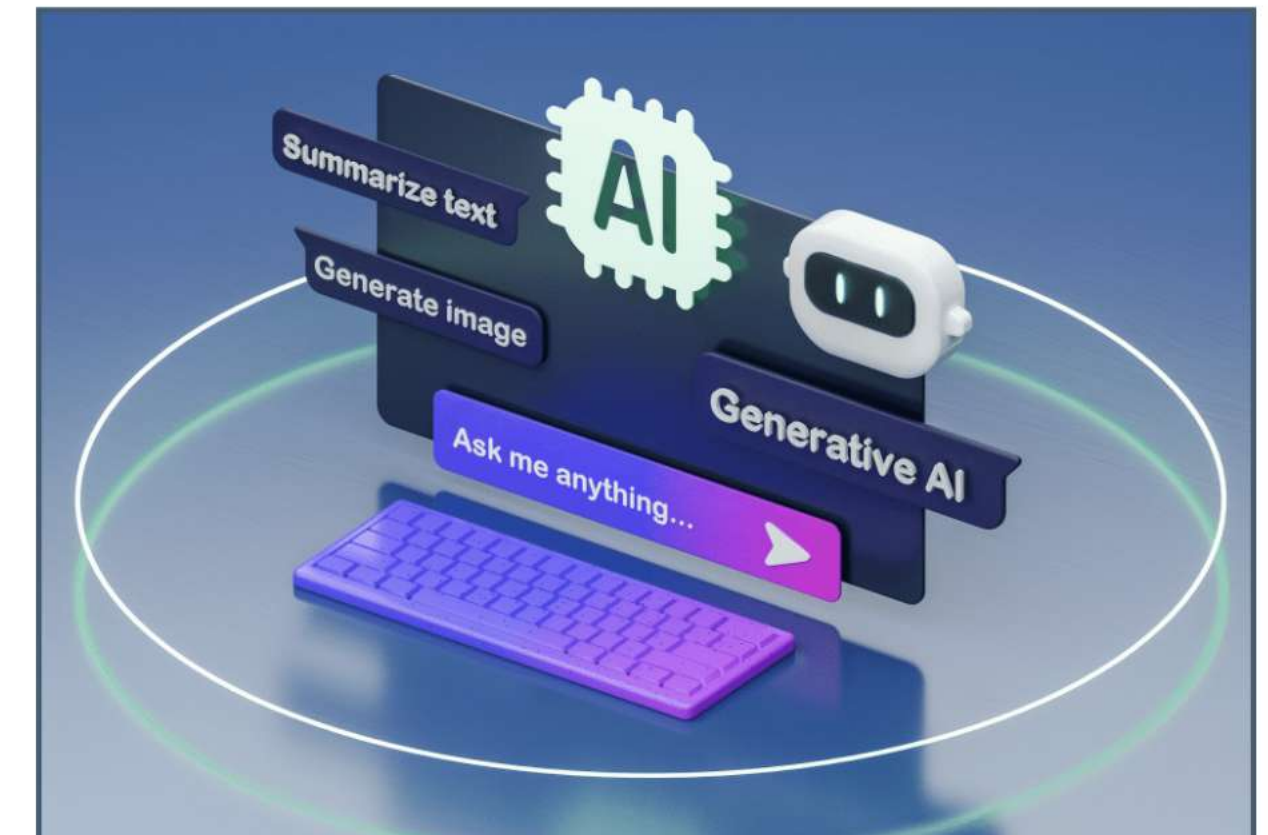
AI-powered ticketing & customer service automation

Folio3 Ticketing Copilot instantly understands incoming messages, creates clean tickets, and sends them to the right place. Agents get a ready-to-send reply, so work moves from inbox to resolution fast.



Key features and benefits

Smart intent detection, auto-categorization, and suggested replies cut the back-and-forth. You'll see faster first responses, fewer handoffs, and clearer histories for effortless follow-ups.



Who it helps and why it matters

Agents close tickets quicker with less typing, while leads keep queues and SLAs on track. Customers get faster answers and smoother experiences, lifting satisfaction without adding headcount.

Benefits For Team Leads and Supervisors



01

Visibility of urgent tickets and assignees

Team Leads and Supervisors gain real-time visibility into urgent tickets and their current assignees, enabling quicker prioritization and efficient resource allocation for improved response times.

02

Workload balancing and SLA management

Team Leads and Supervisors can efficiently balance workloads and monitor SLA adherence, ensuring timely ticket resolution and optimal team performance with Folio3 Ticketing Copilot's intelligent analytics.



Organizational Benefits



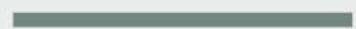
Understands customer messages and creates tickets automatically

Automatically interprets customer messages to generate support tickets without manual input, streamlining issue tracking and improving response efficiency.



Organizes and routes work to the right person

Automatically sorts incoming tickets and directs them to the most suitable team member, ensuring faster responses and efficient task management.



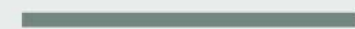
Suggests quick replies for team approval

It suggests relevant quick reply options for support teams to review and approve, streamlining communication and speeding up customer response times.



Speeds up responses via email, chat, and social media

Folio3 Ticketing Copilot accelerates response times by automating and streamlining replies across email, chat, and social media platforms, enhancing customer support efficiency and satisfaction.



Customer Interaction Flow

01

Incoming messages via email, chat, and social

Analyzes incoming messages from email, chat, and social channels, automatically categorizing and prioritizing them for efficient ticket creation and streamlined customer interaction management.

02

AI understanding and request prioritization

The AI analyzes customer requests by understanding intent and context, then prioritizes tickets based on urgency and impact, ensuring efficient and accurate response management.

Agent Interaction with Copilot



Draft reply generation and agent review

The Copilot generates a draft reply based on ticket context, enabling agents to quickly review, edit, and personalize responses before sending, enhancing efficiency and accuracy in customer interactions.

Routing tickets to appropriate team/queue

The Copilot analyzes ticket details using AI to accurately route them to the appropriate team or queue, ensuring faster resolution and improved agent efficiency within Zammad.

Response Time Enhancements

01

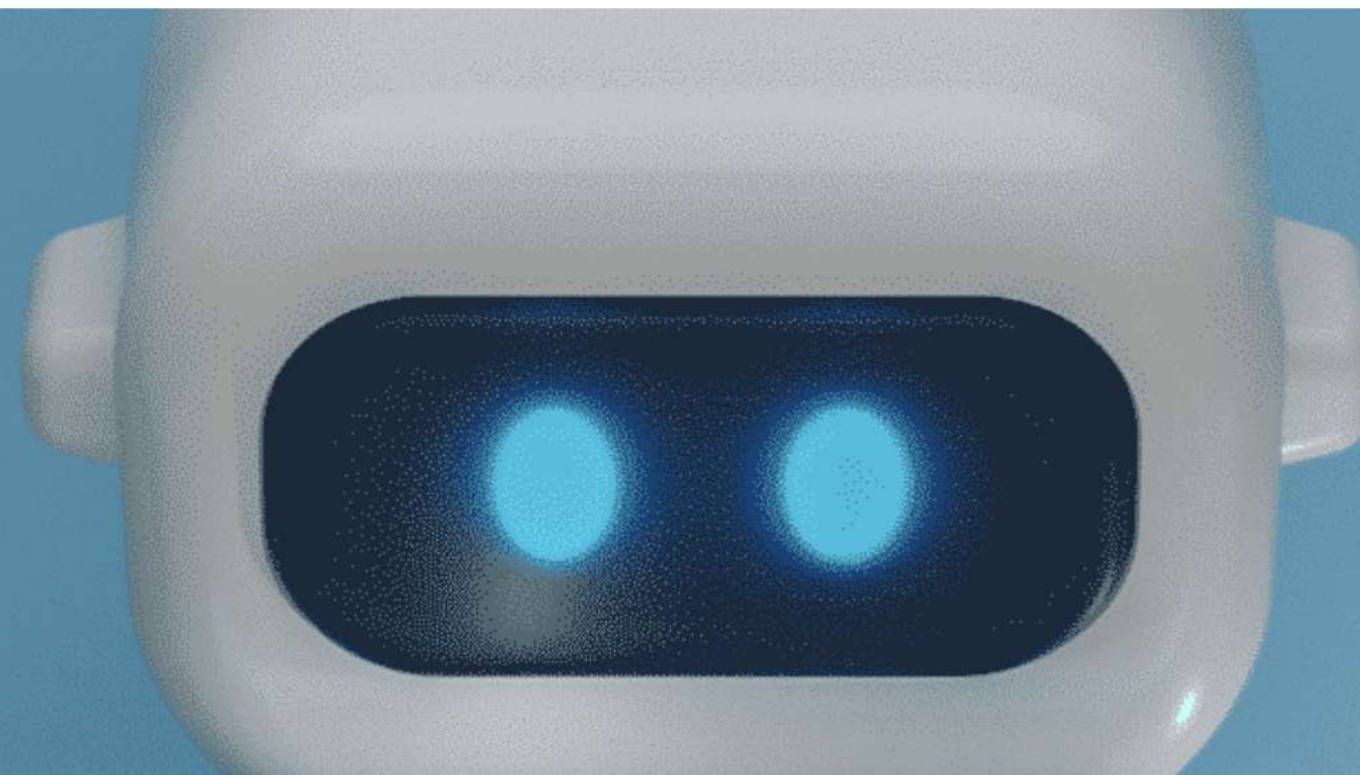
Faster first replies (minutes instead of hours)

Significantly reduces first response times from hours to minutes, enabling quicker customer engagement and improved satisfaction through automated prioritization and intelligent ticket routing.

02

Shorter handle time per ticket

Reduced handle time per ticket accelerates resolution rates, improves agent efficiency, and enhances overall customer satisfaction by enabling faster, more accurate responses within the ticketing system.



AI AGENT

Ticket Closure Process



Step1

Closing with short summary for records

Automatically generates concise summaries upon ticket closure, ensuring clear, consistent records that streamline future reference and improve knowledge management within the Zammad platform.

Step2

Human in the loop ensuring team control

The system suggests ticket closures, but final decisions remain with the team, allowing human oversight to maintain control and ensure accuracy in the ticket closure process.

Operational Benefits

01

Fewer duplicate tickets

Reduces duplicate ticket creation by intelligently identifying and merging similar issues, leading to streamlined workflows, decreased resolution time, and improved agent productivity.

02

More balanced workloads and SLA adherence

Optimized ticket distribution ensures more balanced workloads among support agents, reducing burnout and enhancing focus, which leads to improved SLA adherence and faster issue resolution.



Thanks

