

A large, stylized blue chevron graphic pointing to the right, with the text "High performance. Delivered." centered within it.

High performance. Delivered.

# Network BPO: Ticket Triage

## Video Transcript

Your ticketing and workforce operations might contain limitations that keep them from working as efficiently as possible.

Vulnerabilities hidden in complex processes, a maze of business rules, and systems not effectively integrated, but exposing symptoms such as unproductive truck rolls, redundant tickets and alarms for problems already being addressed, or inefficient ticketing flows.

These issues cost time and money, but also present the opportunity to save time and money, to increase

efficiency and productivity—if you could just effectively evaluate incoming work requests for back office and field technicians. Accenture can help with Ticket Triage.

A solution that uses analytics and process technology to reduce non-productive work, automate workflows and improve efficiencies. We use analytics to examine your ticketing data and find opportunities for process improvement. We work with your people to get a first-hand look at your processes and

customer experiences. And we apply automation to enhance the ticketing process, using rules specific to your business to handle each ticket.

Our solution interfaces directly with your systems to close, cancel, hold or redirect unproductive tickets, providing advanced tracking and reporting capabilities, and allowing continuous improvement based on new opportunities.

We deliver our solution in three phases: An initial assessment to

identify improvement opportunities. A pilot phase to apply our analytics, introduce process changes and identify new business rules. And implementation, where we fully deploy our Ticket Triage solution and track performance, to automate and continuously improve your ticketing and workforce operations.

In our experience, the benefits of Ticket Triage are plain. A reduction in ticket volume and in overall work volume leads to a cost savings that is a multiple return on your investment.

All of this enabled by a company with the credentials and resources to effectively serve the global communications and utility industries. Accenture Ticket Triage. For what ails your ticketing systems.