

High performance. Delivered.

# Accenture Ticket Triage

Ticket Triage is a multi-layered solution that leverages analytics and technology to more effectively evaluate incoming work requests for back office and field technicians.

The solution uses customized filters for each client to deliver process and configuration changes that help reduce non-productive work, automate workflows and improve efficiencies – ultimately saving money.



## Can Ticket Triage benefit your organization?

- Do you regularly handle a heavy volume of tickets?
- Are you looking for opportunities to reduce costs?
- Do you leverage numerous systems that automatically trigger work or that don't merge into a central location?
- Do you dispatch technicians or specialists offsite?

## Ticket Triage Benefits

<p>Reduction in ticket volumes by 3 to 7 percent, resulting from increased process efficiencies.</p>	<p>Recognition of savings greater than three times the overall investment.</p>	<p>Fewer unproductive dispatches and truck rolls, helping to drive increased productivity.</p>	<p>Reduction in overall work volume – including rework – leading to improved worker efficiencies.</p>
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## Ticket Triage Service Model

Advanced analytics, process enhancements and automation help drive a continuous improvement loop that interfaces directly with client systems.

