

USE CASE

Automated SLA Management For B2B Delivery

Amplifying Efficiency with Intelligent Automation

Exception Handling:

If the calculated TAT exceeds the predefined SLA timeframe, the bot will mark the ticket as an exception and proceed to compile the necessary information for reporting.

Email Monitoring:

The bot will be configured to continuously monitor designated email accounts for the creation and resolution emails associated with network issue tickets.

Data Aggregation and Reporting:

The bot compiles ticket counts, TAT calculations, and relevant metrics, generating a comprehensive weekly or monthly performance report in Excel format.

Ticket Information Extraction:

Upon detection of a new ticket creation email, the bot will extract relevant details such as ticket ID, platform information, and timestamp.

Exception Highlighting:

Exceptional cases, where the TAT is breached, will be highlighted in the report for easy identification by management and relevant stakeholders.

Resolution Timestamp Extraction:

The bot will identify resolution emails corresponding to the extracted ticket ID, retrieving resolution timestamps and any additional relevant data.

Automated Report Distribution:

The bot can be configured to automatically send generated reports to the internal management team on a predefined schedule. Additionally, an option to send reports to the respective clients can be implemented to facilitate transparency and collaboration.

TAT Calculation:

Using the extracted timestamps, the bot will calculate the Time-to-Resolution (TAT) for each ticket, considering the specific SLA timeframe set for the clients' platform.

Key Benefits

1

Precision

Improved accuracy and efficiency in tracking SLA compliance.

2

Punctuality

Timely identification and reporting of exceptions.

3

Transparency

Enhanced transparency and collaboration with clients.

4

Streamlining

Reduced manual effort, allowing staff to focus on strategic tasks.

Intelligent automation optimizes the monitoring and reporting process, offering the network department immediate access to real-time insights on SLA compliance. By automating extraction, calculation, and reporting tasks, the system guarantees prompt and precise communication of performance metrics to both internal management and clients. This promotes a proactive and collaborative approach to service delivery.