

## Helpdesk Ticket Classification and Answering

**Daimler** is one of the biggest producers of premium cars and the world's biggest manufacturer of commercial vehicles with a global reach. They provide financing, leasing, fleet management, insurance and innovative mobility services.



*“The engagement with AISG marks the early stage for digital transformation in Daimler APAC. We learnt a lot from the process and there is still a lot more we can do in today’s context. While the COVID-19 pandemic presents us with an unprecedented challenge globally, it also reinforces the need for businesses to now adopt simplification and automation, AI and machine learning included, which will help us seize opportunities in the digital economy once the pandemic is over.”*

*Franco Chiam, GM, Digital Transformation & Innovation Daimler APAC*

### BACKGROUND

- Over 12,000 helpdesk tickets are created globally at Daimler
- Today, helpdesk staff answer every ticket manually, although 70% of incidents have a known or standard solution
- As Daimler expands and more IT systems are used, the number of tickets generated is outpacing the helpdesk’s team to answer them

### BUSINESS CHALLENGE

How Daimler use machine learning techniques to build a model that can classify different free-text requests, and match them to a standard solution if it exists, in order to shorten the time it takes to resolve an incident

### OUTCOMES



The system can automatically answer **~40%** of incoming helpdesk requests

### AI SOLUTION DEPLOYED

**A deep learning system was built to classify helpdesk tickets and provide instant answers:**

- Models are trained on large set of past tickets and answers to past tickets
- AISG team developed an AI system that is able to classify ticket types, and route them to the correct helpdesk team or provide answers from a database if there is a good match
- Algorithms parse free-response text entered by the user into the helpdesk system
- The algorithm then predicts the type of helpdesk support being requested and retrieves the correct solution or escalates it to a human operator