



## Using Generative AI to reduce IT ticket volume

### Deloitte Application Management Services A telecommunications giant's journey

#### The challenge

A large wireless carrier was experiencing a high volume of support tickets from users of its IT applications. The sheer volume of tickets was overwhelming the IT support team, leading to longer resolution time and decreased user satisfaction. Many of these tickets were repetitive in nature, indicating underlying issues that were not being effectively addressed. The high-ticket volume also diverted valuable resources away from other critical IT projects and transformation initiatives, creating a bottleneck in the overall IT service delivery.

#### The solution

[Deloitte Ascend™](#), Deloitte's integrated delivery platform, **includes a Generative AI-powered module called Problem Insights.** This module can analyze tickets to uncover their root

causes and patterns and provides prescriptive resolutions tailored for the business. We used Problem Insights to analyze the prior 12 months of support tickets for the ERP system modules that had been generating an excessive number of tickets.

#### Problem identification

Problem Insights conducted a broad analysis of the support tickets, identifying patterns and common issues. The analysis revealed that a significant portion of incidents stemmed from data-related problems. Specifically, about 26% of these issues were related to key mapping. Additionally, 9% of tickets were due to data originating from an upstream application. These insights allowed the team to pinpoint the root causes of the higher ticket volume.

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### Problem management and fixes

The team implemented a series of targeted resolutions to address these challenges:

- **Key mapping issues:** The team created a new user interface (custom SAP Fiori tile) that allowed users to resolve key mapping problems independently. This proactive measure resolved key mapping issues as a source of support requests.
- **Upstream data issues:** Deloitte conducted a two-day workshop with the client team responsible for managing the upstream application. Together, they identified and implemented the recommended changes to address the data issues at the source.
- **Prioritization of remaining issues:** The team prioritized and addressed the remaining data-related problems based on their impact on ticket volume, so that the most critical issues were resolved first.

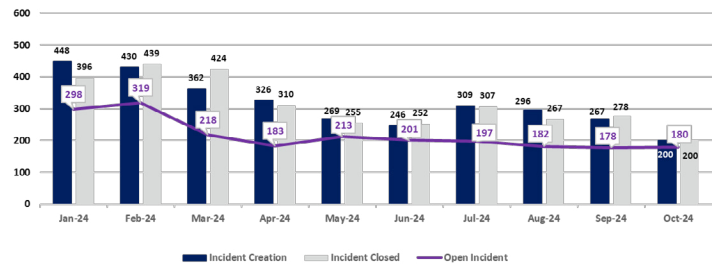
### Shift left opportunities

Through the pattern analysis provided by Problem Insights, the team identified opportunities for a “shift left” approach, enabling end-users to resolve common issues without escalating them to higher support levels. This approach included:

- **Creating knowledge transfer (KT) documents:** The team developed KT documents for Level 0 and Level 1 users, as well as super users. These documents provided step-by-step instructions and leading practices for resolving common issues identified through the pattern analysis.
- **Empowering users:** By equipping users with the knowledge and tools to resolve issues independently, dependency on the IT support team was reduced, and improved overall user satisfaction.

### The impact

Through AI-driven data analysis, the team streamlined the incident response process and improved the overall user experience. Incoming tickets decreased by **55%**, and the overall backlog reduced by **40%** during a period of ten months, leading to a **35%** optimization of the support team capacity. This allowed the team to be gradually redeployed over the months to other transformation activities.



### About Deloitte Application Management Services

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- Custom application software development
- Quality engineering
- AMS for package solutions
- Software-as-a-service operations
- Digital foundries (flexible capacity), DevOps, and enhancements

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