

**HOW TO ACHIEVE**  
**A "TICKETLESS"**  
**SUPPORT SYSTEM**  
**WITH AI**

# INTRODUCTION

Every customer support team has either an explicit or unspoken goal of achieving a "ticketless" support system, which is to say support request backlog with no open, unresolved tickets in it. To achieve ticketless support means either releasing a perfect product with a perfect onboarding process or solving customer problems without resorting to a ticket backlog. While the dream of an empty support queue may seem impossible, new artificial intelligence tools have brought us closer than ever to a ticketless support solution.

## GOING TICKETLESS 101

For customer support teams, support tickets and ticketing solutions are a necessary evil. As you support a larger and more diverse user base, you need a system to ensure that no customer requests are lost in the shuffle as well as guarantee that a customer spends as little time as possible awaiting a resolution to their issue.

Some support ticketing systems are no more sophisticated than the "take a number" paper tickets found at a busy delicatessen. These support systems operate on a "first in, first out" principle with customer issues solved in the order they arrive. More sophisticated support systems use complex triage criteria to skim off easy-to-solve support cases and close them quickly while simultaneously escalating complicated or confusing customer issues to higher-tier support engineers.

But, just as a deli doesn't need a ticketing system if there are enough staff to serve every customer in a timely fashion, customer support teams don't need a ticketing system if they can solve customer problems before they can fall into the backlog.

That's where artificial intelligence comes in.

New AI tools can help your support team close support requests just as fast as they come in, so you never need a formal ticket to track the issue through the support process. While you may still have a "support case" or a similar artifact for audit and machine-learning purposes, the days of managing your support backlog and tracking "time-to-close" may soon be at an end.

# THREE STEPS TO A TICKETLESS SUPPORT SYSTEM

There are three clear steps to take when working towards an AI-enabled ticketless support management solution:

1. Improve your support knowledge base
2. Enhance your support reps' performance
3. Intercept support issues before they generate a ticket

## IMPROVE YOUR SUPPORT KNOWLEDGE BASE

**Knowledge-Centered Support** puts your knowledge base at the core of your support process, so that self-service customer FAQs as well as internal reference materials used by support representatives are all powered by identical content stored in the same, centralized system. Whenever a gap or an inaccuracy is discovered in your support documentation, it is corrected once and then instantly shared everywhere, so every consumer of your support documentation -- both the customer and your own team -- benefits from that improvement. Under Knowledge-Centered Support, updating your support knowledge base is integrated into every support rep's workflow so no content or reference item ever falls out of date.

Artificial intelligence can help keep your support knowledge base comprehensive and accurate by monitoring how often both support reps and customers consume specific support content and tracking how often those "reads" lead to subsequent support tickets. If reading a support article doesn't prevent a future support ticket, the document is likely insufficient and needs to be improved.

With a constantly refined, broadly shared support knowledge base, no support ticket will need to be "paused" for research, keeping your backlog empty.

## ENHANCE YOUR SUPPORT REPS' PERFORMANCE

The goal of every support representative is First Call Resolution, which requires having quick access to information about each customer's issue as well as applicable known solutions. The support rep effectively plays matchmaker, teasing out the necessary data from the customer to diagnose a problem and matching that against resolution processes documented in your knowledge base.

Artificial intelligence, properly integrated with your support knowledge base, can help on both sides of the equation. An AI assistant can coach your support reps during a call, prompting them to ask the minimum number of questions to isolate the known issue and match it with the most likely solution. Like all machine-learning models, the AI assistant will get more proficient over time, and – as the AI agent improves -- so will your support team's performance.

With support reps closing calls faster and more consistently, your ticket backlog stays at or near zero.

## INTERCEPT ISSUES BEFORE THEY GENERATE A SUPPORT TICKET

With enough training, the same AI assistant that coaches your support team can eventually interact with your customers directly. The questions it would prompt a support engineer to ask, the assistant can pose directly to the customer. The solution that the assistant would suggest to a support rep, the AI agent can instead directly share with -- and explain to -- a customer. And if the AI agent ever gets stumped, it can escalate to the proper human support expert.

With an AI agent serving as a "Tier 0" support representative, only the most challenging customers and most complex support issues will ever even reach your support team. And with all the rote, repetitive, "read the manual" support calls taken care of by AI agents, your support reps will have the time and resources available to solve the remaining complex support problems quickly.

When support issues get solved before they reach your team, they won't ever reach your ticket backlog. That's how you achieve ticketless support.

# HOW TALLA CAN HELP YOU GO TICKETLESS

## STEP 1 - HIRE TALLA'S SUPPORT REP ASSISTANT

Talla's **Support Rep Assist** AI agent plays sidekick to your human support agents, hanging out in your enterprise chat channels to provide advice and answers that remove friction from your support process. The Support Rep Assistant can manage specific workflows to ensure your reps follow proper procedure during a customer call. Rep Assist also offers enhanced search within your chat channels, providing focused, excerpted answers to your agents' queries, rather than just returning a list of links that require the human rep to "surf and skim" your support documentation.

And since it works within your communication channels, the Support Rep Assistant learns when its advice and interactions are productive, making it the perfect self-training tool for both its own performance and other Talla artificial intelligence solutions.

By learning how to help your support reps better, the Talla Rep Assistant keeps your support backlog ticketless.

## STEP 2 - INSTALL TALLA'S KNOWLEDGE ASSISTANT

All Talla AI solutions integrate directly with the Talla Smart Knowledge Base, which allows them to both consume content in an AI-optimized fashion and monitor how other human and AI agents consume and interact with that content. The **Talla Knowledge Assistant** points out gaps in your documentation.

Does an issue consistently show up in support rep conversations, but have no adequate or consistent answer in your knowledge base? The Knowledge Assistant will flag the topic for content development. Does a particular article or content item consistently get shared, but require "massaging" by human support reps before it is passed on? The Knowledge Assistant will flag the document for update.

By ensuring that your knowledge base is always up to date and accurate, the data your support reps share will always stand the best chance of precluding the need for a support ticket.

## **STEP 3 - DEPLOY TALLA'S CUSTOMER ASSISTANT**

**Talla's Customer Assistant** benefits from the skills and training acquired by Talla Rep Assist and Talla Knowledge Assist to answer customer support requests directly. Simply deploy The Customer Assist bot to your customer-facing support chat channels, and the Customer Assistant will screen out and answer the most common and straightforward support issues long before they ever reach your human support team. Close tickets before they happen, and ensure your customers are helped as quickly and effectively as possible. That's the silver bullet when it comes to going ticketless.

# LET TALLA ANSWER 90% OF YOUR SUPPORT TICKETS, SO YOU CAN GO TICKETLESS

Once it has acclimated to your training process and closed the information gaps in your knowledge base, Talla artificial intelligence agents have been shown capable of answering 90% of the support questions that your customers or your support reps can ask. More simply, nine times out of 10, Talla can find the right answer to your support problem on the first try, closing tickets as quickly as possible and keeping your support ticket backlog as near to zero as is practical.

A truly ticketless support solution may never be a reality, but artificial intelligence solutions from Talla can get you closer than any other support software on the market. If you'd like to start your AI-assisted journey towards a ticketless support backlog, [contact Talla today](#).