



An optimal customer experience thanks to Autotask Predictive Ticketing

As a service manager, you always want to achieve an optimal customer experience. And this means more than just keeping your promises – it means exceeding expectations. That’s why you leave nothing to chance by combining Autotask’s high-quality ticket system with a team of highly-skilled service desk staff. All the same, you still believe all those resources and knowledge could be used even more efficiently by prioritising the right incidents and working to achieve structural improvements.

Does this sound familiar? At MostWare, we also wanted to take our service desk to the next level. That’s why, in partnership with Autotask and Microsoft, we developed a smart technology that makes this possible: **Autotask Predictive Ticketing**.

Alex Oosterom

ServiceDesk Manager at MostWare

“We can now resolve tickets faster, better and in the right order. I no longer have the feeling of putting out fires all day, and part of my team is now devoted to devising and implementing structural improvements.”

The smart benefits of Autotask Predictive Ticketing

- ✓ Every ticket is given the right priority
- ✓ Solutions always comply with the Service Level Agreement
- ✓ Proactive monitoring of incidents
- ✓ More efficient use of knowledge, resources and manpower
- ✓ Happy customers
- ✓ Room for structural improvements to reduce the number of incidents even further

Artificial Intelligence in practice

Our Autotask Predictive Ticketing solution uses Microsoft’s Machine Learning technology, and as such is a practical example of Artificial Intelligence. It can be applied to many different types of data. This smart and powerful technology analyses historical data in Autotask, and uses this to recognise patterns and make predictions. Because the system trains itself, it becomes smarter over time and can supply increasingly accurate predictions and advice. This means your service desk will soon know exactly which open tickets should be prioritised, the probability of an incident escalating, and what the estimated resolution time is.

Secure in the Cloud

This smart plug-in for Autotask is completely secure using Microsoft’s cloud environment. You decide whether you want to integrate the information in the Autotask dashboards or use it as a separate dashboard. Whichever you choose, Autotask Predictive Ticketing allows you to be proactive all the time.

Want to know more?

At MostWare, we’d love to inspire you with this fantastic technology. And because every service desk is different, we would like you to share your story with us. So that we can work together to make your service desk even more customer focused. For more inspiration, call us on +31 71 57 91 010

www.mostware.nl/slimme-data