

Specific challenge

SAT FAULT MANAGEMENT AUTOMATION USING ARTIFICIAL INTELLIGENCE

Type of challenge

Process

Technology

Business

Product

Key words

#technicalattention #autoservice #automation #SAT #artificialintelligence

Description

Automate the company's technical help desk management to improve efficiency, reduce response times and optimise the use of resources.

How could we

**Self-diagnosis for clients:**

Implement an Automatic Help Desk System where the customer, through the use of a Web form or Mobile App, can resolve the incident on its own without the need to call in a technician.

Specific restrictions or requirements

REQUIREMENTS:

- The system will need to perform an Automatic Classification
- Integration with Odoo ERP
- Integration with the company's website (through a chat bot or similar)
- Enable Real-Time Fault Tracking
- Providing a history of incidents
- Automate Reporting and Diagnostics
- Perform Predictive self-diagnostics through the Use of AI
- Fast and effective service

Profile of the provider we are looking for

Technological, with other developed Help Desk programme and setup and implementation experience.  
Software developer with experience with artificial intelligence.

Target indicators

Reduction of time spent on handling minor problems that can be self solved by the customer by means of a set of questions.

Service should be quick, easy, convenient and effective for the customer.