



Suhas Bhairav

AI Customer Support Ticket Routing Guide

**Automate email routing with mood-aware triage
and human safeguards.**

Enable reliable, AI-assisted ticket routing with
measurable improvements.

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suhasbhairav.com

Read & Route Incoming Tickets

Learn how to read incoming emails, assess sentiment, and route issues to the correct support tier. The page clarifies automation scope, human review needs, and required data/tools.

Key move Pilot in a small scope first; measure weekly results.

PRACTICAL CHECKLIST

- 01** Week 1: Data readiness, privacy checks, baseline metrics; inventory tickets, labels, sentiment cues; include examples such as password resets, account access, p
- 02** Define routing rules for top 20% of volume (password resets, account access, payment issues); map to tiers one to three.
- 03** Week 2: Build routing for top categories; test with sample tickets and real-life scenarios.
- 04** Week 3: Add sentiment detection; flag high-risk or frustrated tone; route accordingly; set human-review triggers.
- 05** Week 4: Integrate with knowledge base and auto-generated replies; establish a human-in-the-loop for complex issues.
- 06** Optional: Run a limited live pilot with two teams to gather feedback.
- 07** Optional: Define rollback plan for failed automations and quick revert.

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Weekly Adoption Plan

Adopt in four weekly increments to minimize risk and learn quickly. Each week adds a new capability while preserving human oversight.

Key move Start with a 2-week pilot on top 5 ticket types; clock weekly results.

PRACTICAL CHECKLIST

- 01** Week 1: Data readiness and category mapping; inventory past tickets and labels; establish privacy checks.
- 02** Week 2: Build routing rules for top categories; map to tiers one to three; connect to ticketing system.
- 03** Week 3: Enable sentiment detection; gate with human-in-the-loop for high-risk cases; test on representative samples.
- 04** Week 4: Deploy knowledge base integration and auto replies for common issues; set up dashboards for monitoring.

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Safety, Risk & Metrics

This page defines guardrails, approvals, and how to measure success. Establish accountability and a clear release process.

Key move Regularly review false positives and misrouted tickets; adjust rules.

PRACTICAL CHECKLIST

- 01** PII handling and data retention rules aligned with privacy policies.
- 02** Require cross-functional approvals for model updates and data usage.
- 03** Set drift detection, error rate monitoring, and alert thresholds.
- 04** Maintain periodic human review for edge cases and new categories.
- 05** Document data sources, models, and integration points.
- 06** Track SLA adherence, routing accuracy, CSAT, and handle time.
- 07** Audit trails and access controls for accountability.

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ABOUT THE CREATOR

Suhas Bhairav

I build AI systems that combine distributed architecture, retrieval, knowledge graphs, security, and practical workflow design. My focus is AI that can be used repeatedly by real teams: understandable, reliable, and grounded in the work people already do.

EXPERTISE

- Principal systems architecture and applied AI engineering
- Production-grade AI systems, agentic workflows, RAG, and knowledge graphs
- Full-stack workflow applications across AWS, Google Cloud, Azure, on-premise, and hybrid environments
- Practical AI implementation patterns for automotive, manufacturing, finance, logistics, cybersecurity, sales, and customer operations
- Security, governance, observability, approvals, and failure-mode thinking for operational AI systems

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