



Suhas Bhairav

AI Knowledge Base Help Article Generator

Turn solved tickets into ready-to-publish help articles.

Auto-generate publish-ready help articles from solved tickets, with guided human review.

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suhasbhairav.com

Ticket-to-Article Workflow

This section defines the end-to-end process to convert solved tickets into knowledge base articles. Automation handles drafting; humans review for accuracy and tone.

Key move Pilot with one product area and five articles this week.

PRACTICAL CHECKLIST

- 01** Trigger solved tickets: flag those eligible for knowledge capture to start the article draft.
- 02** Extract core content: problem, steps, commands, error codes, FAQs, and customer impact.
- 03** Structure article: title, summary, sections, examples, and metadata like product and version.
- 04** Draft automatically: use AI to create a readable draft with consistent style.
- 05** Human review: editor checks accuracy, tone, and link integrity.
- 06** Publish with governance: versioning, tagging, and approved publication.
- 07** Metrics and feedback: track article usefulness and ticket deflection.

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What to Automate, What to Review

Decide which steps can be automated without compromising accuracy. Clarify data sources, tooling, and required human checks.

Key move Set a confidence threshold; route low-confidence drafts for review.

PRACTICAL CHECKLIST

01 Automate extraction: problem statement, steps, commands, and references.

02 Automate draft formatting: title, summary, sections, metadata.

03 Human-in-the-loop: reviewers validate tone, accuracy, and relevance.

04 Redact sensitive data: remove PII and internal notes.

05 Provenance: attach original ticket and artifacts for traceability.

06 Quality gate: require reviewer approval and confidence thresholds.

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Adoption Plan & Metrics

Use small weekly sprints to implement the workflow. Define ownership, approvals, and escalation paths.

Key move Maintain lean governance: approvals, versioning, and quarterly reviews.

PRACTICAL CHECKLIST

- 01** Week 0: inventory solved-ticket backlog to identify 20 target articles.
- 02** Week 1: build extraction templates and article skeletons.
- 03** Week 2: run pilot auto-draft for 5 articles with reviewer loop.
- 04** Week 3: publish 3-5 articles; gather user feedback and adjust.
- 05** Ownership: Support Ops owns process; Docs owns templates and style.
- 06** Guardrails: redact data, maintain tone, and enforce update cadence.
- 07** Measures: article views, deflection rate, time-to-publish, and reviewer workload.

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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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