



Suhas Bhairav

AI Support Triage Blueprint

**A practical, beginner-friendly blueprint for
AI-driven support ticket triage.**

Turn intake into AI-driven triage that speeds
resolution with human oversight.

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suhasbhairav.com

Define Intent, Urgency, and Value

This page defines the core triage dimensions used on ticket intake. It explains how to classify each ticket before assignment.

Key move Set a hard rule: no auto-responding without sentiment and value validation.

PRACTICAL CHECKLIST

- 01** Intent: determine whether the ticket is a query, issue, complaint, or request.
- 02** Urgency: assign P1–P3 based on impact and SLA.
- 03** Sentiment: flag frustration or satisfaction to adjust response tone.
- 04** Customer value: prioritize high-value accounts or VIPs.
- 05** Tools required: ensure access to CRM, ticketing, and AI assistant.
- 06** Data needed: latest ticket text, customer history, known issues.
- 07** Escalation path: route to human review if thresholds are not met.

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Data, Tools, and System Rules

Identify data sources, required tools, and governance for AI triage. Establish guardrails for accuracy, privacy, and human review.

Key move **Audit regularly: review 10% of auto-triaged tickets monthly.**

PRACTICAL CHECKLIST

- 01** Data sources: tickets, customer history, SLA data, product issues.
- 02** Tooling: integrate AI agents with your ticketing system (e.g., ChatGPT/Claude), CRM, and knowledge base.
- 03** Knowledge base: maintain up-to-date articles for quick replies.
- 04** Safety: implement privacy controls and sensitive data redaction.
- 05** Human-in-the-loop: automatic triage with optional human review for edge cases.
- 06** Escalation rules: when to escalate and to whom.
- 07** Data retention: define retention and deletion for tickets used in AI.

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Adoption Steps and Metrics

Outline practical, incremental steps for weekly adoption. Define metrics to monitor effectiveness and risk.

Key move Keep human review in the loop for edge cases and high-risk tickets.

PRACTICAL CHECKLIST

- 01** Week 1: enable triage on internal pilot cohort, auto-classify until verification.
- 02** Week 2: add sentiment scoring, escalate unhelpful intents to human agent.
- 03** Week 3: route high-value customers to priority queues and auto-generated responses for routine asks.
- 04** Week 4: implement feedback loop from responders to improve taxonomy.
- 05** Data quality: monitor accuracy, misclassification rate, and SLA compliance.
- 06** Governance: update guardrails, approvals, and escalation templates.
- 07** Ownership: assign a triage owner and a weekly review cadence.

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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

WEBSITE

suhasbhairav.com

EMAIL

suhasbhairav@gmail.com