



Suhas Bhairav

AI Ticket Resolution Workflow

**Turn support tickets into resolved outcomes with
AI-assisted workflows.**

Standardize and accelerate ticket resolution with
auditable AI-assisted steps from intake through
closure.

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Evidence Gathering & Intake

Capture ticket data and assemble relevant evidence automatically. Use AI to extract context, attach knowledge base articles, and surface missing details for a faster first response.

Key move Always validate evidence with a human before actions affecting payouts or data privacy.

PRACTICAL CHECKLIST

- 01** Auto-extract ticket fields: subject, description, customer ID, channel, priority, and SLA.
- 02** Attach relevant customer history and order/contract data from CRM.
- 03** Surface knowledge base articles and troubleshooting steps related to keywords in the ticket.
- 04** Identify missing evidence and prompt a light task for the customer (if appropriate).
- 05** Flag high-risk content or sensitive data for human review.
- 06** Set initial response draft intent and tone based on issue category.
- 07** Define next actions (refunds, replacements, or handoffs) to guide the AI.

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Drafting Responses & Actions

Leverage AI to draft first responses and ready actions. Route for human review when confidence is low or risk is high.

Key move Target 30–60 minute first responses; escalate anything longer.

PRACTICAL CHECKLIST

- 01** AI draft includes resolution options, links to KB, and recommended next steps.
- 02** Apply confidence thresholds; if below, route to human reviewer.
- 03** Keep human-in-the-loop for complex policies or special cases.
- 04** Create action tasks: refunds, replacements, or escalations.
- 05** Attach evidence from intake to the reply for transparency.
- 06** Maintain consistent tone, personalization, and policy-compliant language.
- 07** Record AI-driven drafts for audit and continuous improvement.

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Adoption, Guardrails, & Metrics

Establish weekly adoption milestones, governance, and measurement to ensure safe, incremental AI use. Assign ownership, approvals, and review cadences.

Key move Document ownership; institute a weekly review loop for continued alignment.

PRACTICAL CHECKLIST

- 01** Week 1 pilot: automate ticket intake for low-risk categories.
- 02** Week 2: enable evidence gathering and draft responses with AI.
- 03** Week 3: establish escalation rules for high-risk or policy-exception tickets.
- 04** Week 4: implement audit logs, versioning, and dashboards for oversight.
- 05** Assign ownership: AI Workflow Owner and Human Review Lead.
- 06** Define approvals: supervisor sign-off for refunds, privacy, or policy exceptions.
- 07** Measure outcomes: time-to-resolution, first-contact resolution, agent lift, and AI accuracy.

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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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