Automating Email-to-Ticket Creation and Missing Fields Management in ITSM

Client profile

A global IT services company.

Challenges

- Manual review and categorization of each email into Incident, Problem, Service Request, or Change Request.
- Emails often missing critical details like priority, affected service, or attachments.
- Repeated follow-ups with customers to collect missing information delayed ticket resolution.
- Manual ticket entry caused duplication, errors, and misclassification.
- SLA breaches due to delays in ticket creation and incomplete information.
- High workload on support staff, reducing focus on actual problem resolution.
- Support agents had to repeatedly update missing details manually in tickets whenever customers shared the information, leading to inefficiency and wasted effort.

Solution

- Implemented an AI-powered email-to-ticket automation integrated with the ITSM platform.
- Incoming emails automatically parsed and intent identified (Incident, Problem, Service Request, or Change Request).
- Tickets auto-created with extracted details prefilled.
- System validated required fields and detected missing information instantly.
- Automated email sent to customers listing missing fields with instructions to update.
- Customer replies processed automatically, updating the ticket with missing details.
- Once complete, tickets routed to the correct support team based on category and severity.
- End-to-end traceability ensured compliance with ITIL standards and audit readiness.

Business Impact Delivered In 7 Days

Response Time ↑ **40%**	**Agent Effort** ↓ **40%**	**Manual Checks** ↓ **60%**
Accuracy in ticket data ↑ **70%**	**Satisfaction** ↑ **4.6/5 rating**	**SLA Breaches** ↓ **40%**

Email received

Identify intent

Ticket?

Yes → Convert into structured data

No → Perform other action

Create Ticket

Start SLA

AI finds missing details

Missing details found?

Yes → Pause SLA

No → Notify support team

Notify requester with missing details

Requester replies missing details

Analyze intent & email subject

Reply to ticket?

Yes → Extract missing details

No → Perform other action

Update details in ticket

AI find missing details

Missing details found?

Yes → Notify requester with missing details

No → Resume SLA

Notify support team

Assign to agent

Agent works on ticket and resolve it

SLA Stop

Notify requester

Stop