

# Case Study: Automation of Ticket Audits (National Retail Store)

## The Challenge:

The client needed an automation solution for auditing tickets in a time-efficient manner.

## Solution:

Our digital workers read the ticket data for required escalation information. After reading, they notated any missing information and compiled them into datasets of “Good” escalations and “Exceptions” for the business to review.

## Results:

Higher accuracy in escalations, reduction in potential financial risks and SLA violations for incorrect part orders. The staff also gained time reallocation from finding mistakes to effectively correcting errors.

