

# Papyrus Platform

## Ticketing/Incident Management

Reference Framework Solution - on premise or in the cloud



**A problem resolution framework for increased customer satisfaction enabling engagement through their preferred communication channel. Empowered by the award winning Papyrus ACM Adaptive Case Management.**

### Key Benefits:

- OMNI Channel communication, engagement and collaboration
- 360-degree view of all Ticket relevant information in the Case
- Fast deployment and adaptation of workflows and business rules
- Machine learning with user guidance by 'best next action' suggestion
- Integrated reporting with Ticket status information
- Simplified integration with existing applications and 3rd party software

# A unified GUI makes service teams more productive.



## *Papyrus Ticketing - the way to Customer Engagement excellence*

*ISIS Papyrus uses the Ticketing Solution as the new system of engagement across four departments: software development, solutions, project quality assurance and support. Response and Case completion time is strongly improved, employees are more productive, making less mistakes.*

**TICKET** is the term for a reported issue, a question, an inquiry, a defect or a change request processed over a period of time to achieve a solution or any other type of complex activity before being "completed". Such Ticket may involve different groups of people inside and outside of an organization who typically use diverse communication channels to effectively communicate and collaborate. The Ticket itself contains all relevant documents, customer specific information, and all types of communications, evidence data, rules and all information needed to successfully process and manage for completion.

**Papyrus Ticketing** lays on top of the Papyrus Platform built from one common single source, presenting Data, Content, Communication, Process, Goals, Rules, Actions & Tasks in a unified **Papyrus EYE** easy-to-use view on Desktop, Browser and Mobile. The out-of-the-box framework is easy to modify and can be tailored to fit the needs of any required business process now and in the future. A single 360 degree view of all activities with every information relevant for the ticket case, spread over multiple systems (message, document, data, voice, video..) are linked to the Ticketing application. Employees work faster in a unified GUI and seeing everything in real time.

**Papyrus OMNI Channel Communication** engages with customers through their preferred communication channel. This includes real time two-way messaging, e-mail, chat, mobile and social channels. Papyrus also provides for highly personalized business correspondence letters and response management, supporting all digital and physical channels.

Papyrus OMNI Channel connects front-office with back-office activity and means true integration of all channels, inbound and outbound. Hereby all communication parts are gathered in the CASE and chronologically listed in one common view. Comments can be inserted, chat and e-mail correspondence can be directly processed and answered from the Ticketing Application. All content, messages and documents (scans, e-mails, SMS, chat, video, Fax, Web) are tightly integrated with process and case.

**INTEGRATION** with existing applications is simplified. A broad variety of standard Papyrus SOA Adapters facilitate connecting the platform to existing application data, legacy, mainframe and databases. These platform and compiler independent tools are loosely coupling interfaces, drastically reducing the amount of time and effort to implement and maintain, ensuring interoperability and connectivity.

**USER GUIDANCE:** Ensuring productivity, employees enjoy a unified GUI working collaboratively across users and departments. They select the next task/step or even modify the workflow „on-the-fly“ at process execution time to perform ad hoc exception handling. During interactions, the User-Trained Agent (UTA) an innovative pattern-matching patented technology of Papyrus suggests the "best next" action to take, intelligently guiding users step-by-step in decision-making. The UTA intuitively learns from actions performed by users through patterns and their relationships across ticket cases. Task assignment to individuals and teams is performed by Role, Policy and Skill profile.

**COMPLIANCE:** Business Rules can be defined by users on Tasks, Goals, and Participants. The Papyrus Rule Editor supports the employee to define rules in their language without coding and syntax mistakes. Versioning tracks all changes within the ticket lifecycle, the uploaded information and ticket description.

**PROCESS MONITORING** displays the most important facts of the Ticket such as priority, expiration date, responsible person or department, last actions and a description for an immediate insight. The status and work progress of the ticket is visually displayed by a pie-chart showing all open and completed tasks. Alerts point to actions itemized in an overview. Related tickets or dependent sub-tickets are indicated and can be accessed directly from the displayed ticket.

**REPORTING:** The Papyrus Reporting Framework provides real-time, highly customizable reports for the ticket. All data from the whole ticket are collected and presented in tables or charts, in a user dashboard, PDF or print.

