



# How we use AI to Automate Helpdesk Tickets

## Saving 40–60 Hours a Month in Our Helpdesk Team

In a busy IT support environment, even the small task of filling out a support ticket adds up. Our helpdesk team was spending a few hours each week manually reviewing tickets and alerts, filling out dozens of fields per issue, and retyping information that was already available. Having seen AI in action, we felt there had to be a way to integrate AI with our helpdesk system.

This guide shares how we approached the problem and how others can apply the same thinking in their own business. If you need more detailed information, feel free to contact Deycom at 059 9130777 or via email at [info@deycom.com](mailto:info@deycom.com).

## The Challenge

At the heart of the Deycom support system is Autotask, the company's helpdesk ticketing system. Running a helpdesk means dealing with:

- Dozens of alerts and automated tickets every day.
- Each ticket requiring up to 25 fields to be completed (issue type, urgency, title, description, etc.).
- A lot of manual work reviewing alerts, especially routine backup notifications.
- Repetitive processes that take time away from resolving actual issues.

## Our AI-Powered Solution

We built a solution that uses Zapier, a cloud-based automation platform, to link our helpdesk to an AI service. This AI is connected to our system through API integration. The system:

- Detects new tickets automatically
- Fills in key ticket fields based on the ticket content
- Reviews alerts, especially backup alerts, to flag ones needing attention
- Suggests initial troubleshooting steps for engineers
- Passes tickets to the helpdesk team for quick review and final approval

## How It Works (At a Glance)

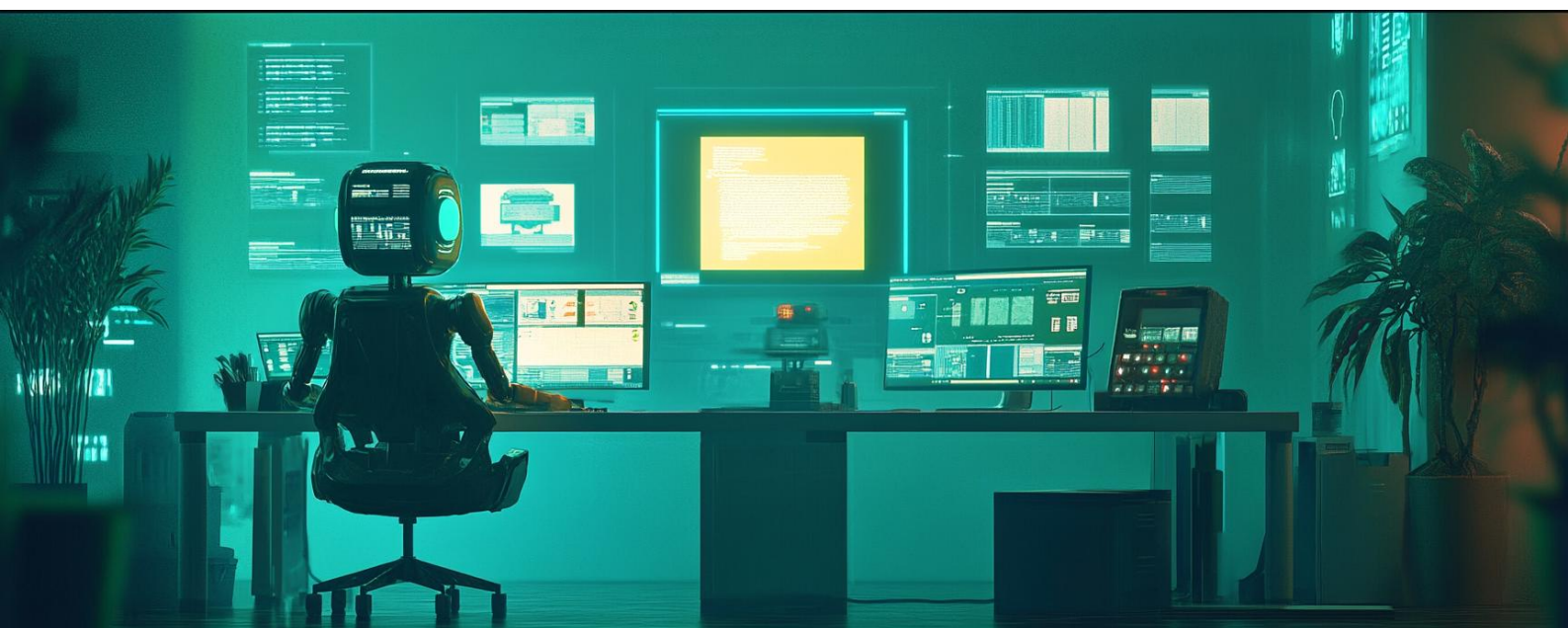
New ticket arrives in Autotask (often via monitoring or email).

Our integrated AI tool:

- Reads the ticket content.
- Fills in fields such as issue type, urgency, description, and problem title.
- Analyses alert-related content to flag anything requiring manual review.
- Provides a suggested course of action or troubleshooting steps.

A helpdesk team member does a quick review — usually only tweaking one or two fields.

The ticket is ready for resolution, already with context and suggestions.



## The Impact

- **40–60 hours saved per month** on repetitive data entry.
- **More consistent and complete tickets**, improving downstream reporting.
- **Engineers begin work faster**, with better ticket context.
- **Routine alerts are handled more efficiently**, with exceptions flagged automatically.

## What Others Can Learn

While the most practical takeaway from this project was the time savings, it also demonstrated how AI could be adopted into our business, and we are assessing other areas such as finance, sales and other areas with our support department to see if it is possible to make further improvements;

Here is what we would suggest to other organisations.

**Review internal processes:** Look for tasks where staff repeatedly enter or copy information manually.

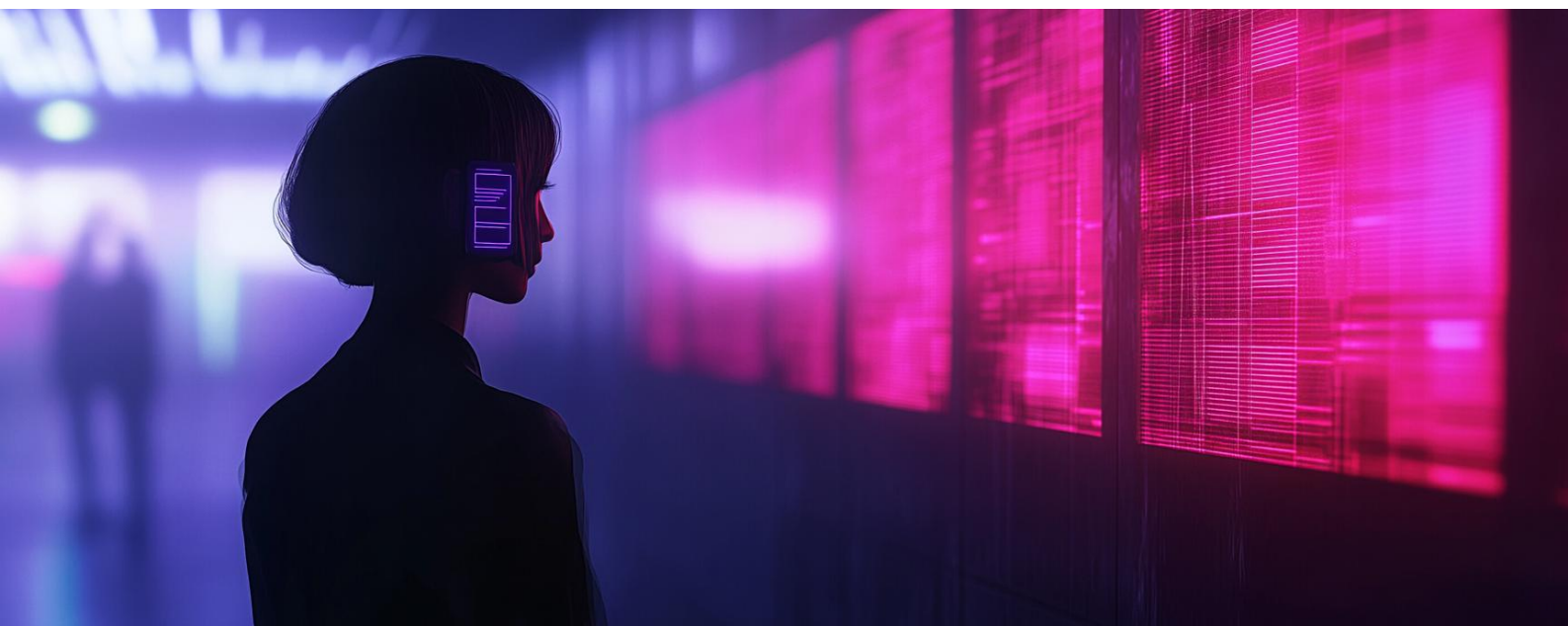
**Target repetitive steps:** Focus on jobs involving form filling, logging, or reviewing the same type of data.

**Explore AI across departments:** Finance, sales, and customer service all have tasks that AI can simplify.

**Use AI to support, not replace:** Think of AI as an assistant that helps your team work faster and smarter.

**Start small, scale up:** Automate one high-volume task, then expand as confidence and results grow.

**Think about time saved:** Even small improvements can free up hours for more valuable work.



## Using AI to Find Solutions

AI gave us a great starting point by suggesting ideas and approaches, but it wasn't a complete, ready-made answer. We still had to research, check what other businesses were doing, and combine multiple sources to create a working solution. Even when AI provides helpful suggestions, the implementation can still be complex and require technical effort.

### Next Steps.

We hope you have found this overview of how we implemented AI into our business useful. We are happy to discuss what we did in more detail and if you feel this would be useful to your business, you can contact Bryan Corden by:



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