

## **Transforming Ticket Management:**

Altimetrik's TaskStream Manager Elevates SRE Efficiency  
for Leading Hospitality Innovator



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**Client:** Leading American Enterprise Redefining Hospitality

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# Key Highlights



**30% reduction in operational time with efficient task allocation.**

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**Seamless scaling to accommodate a 100% increase in ticket volumes.**

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**100% configurability to meet evolving organizational needs.**

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**40% faster ticket prioritization for timely resolution.**

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**25% improvement in workload balance, optimizing resource utilization.**

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**Eliminates 100% of manual effort in ticket assignment.**

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**Saves 20 hours per week with automated ticket assignments.**

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**Generates detailed reports, providing 95% accuracy in assignment efficiency insights.**

# Background

This comprehensive case study was conducted for a leading American enterprise in hospitality industry. Operating an online marketplace, this client has elevated exceptional experiences for travellers worldwide.

Efficient task management and ticket resolution are crucial for maintaining productivity and customer satisfaction. As teams grow and workloads increase, manually assigning tasks, particularly within Jira, becomes increasingly complex and time-consuming.

## Pain Point

The current manual method of assigning Jira tickets presents several challenges:

- **Time Consuming:** Manually reviewing and distributing tickets is repetitive and routine.
- **Inconsistent Assignments:** Leads to uneven workloads and delays in issue resolution.
- **Resource Underutilization:** Some team members may be overloaded while others have idle time, decreasing productivity and efficiency.
- **Difficulty in Prioritization:** Manual assignment makes effective prioritization challenging, potentially delaying urgent or critical issues.
- **Scalability Issues:** The manual process becomes unsustainable as the organization grows.



# Key Objectives

The primary objective of developing a Jira ticket assignment tool is to streamline the assignment process for the client. Automation will reduce manual efforts and improve efficiency:



## Efficiency:

Automate ticket assignments based on predefined rules, priorities, and workload balancing.



## Scalability:

Efficiently handle large ticket volumes as the organization grows.



## Integration:

Ensure seamless communication and data exchange with Jira and other relevant systems.



## User Experience:

Provide an intuitive interface and easy-to-use configuration options.



## Reporting:

Generate consolidated reports for team members and stakeholders.



# Solution

The solution involves developing a Jira ticket assignment tool using automated algorithms and customizable rules to intelligently assign tickets. Integration with Jira and other relevant systems ensures scalability and effective collaboration among team members.

To manage and categorize tickets efficiently, the algorithm initializes various objects and processes tickets based on priority. These priorities are reflected in both HTML and Excel formats, ensuring accurate assignment and categorization.

- **Automated Assignment Algorithms:** Assign tickets based on workload, priority, and expertise.
- **Customizable Assignment Rules:** Define custom rules based on ticket type, issue severity, and other factors.
- **Integration with Collaboration Tools:** Notify team members of newly assigned tickets via Slack, Microsoft Teams, or email.
- **Smart Prioritization:** Ensure prompt resolution of critical or high-priority tickets.
- **Scalability:** Accommodate the growing needs of the organization.

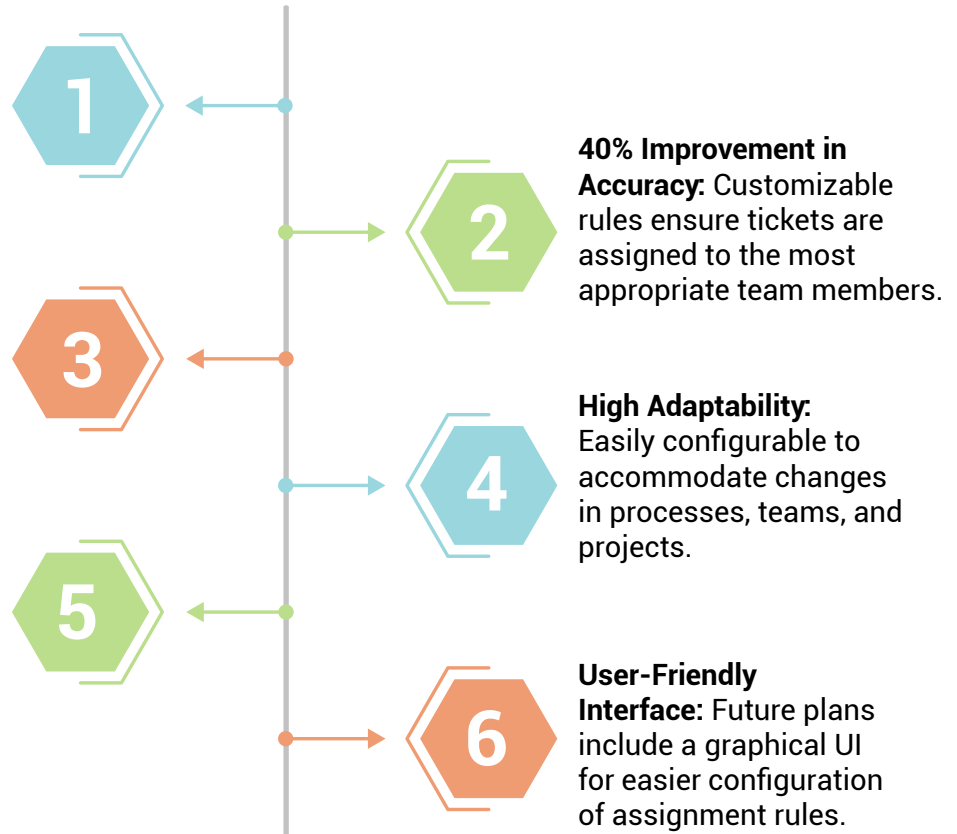
# Business Outcomes

The implementation of this tool significantly increased team productivity, enhanced issue resolution, and heightened customer satisfaction by streamlining processes with greater precision, and transparency.

**70% Increase in Efficiency:** Automating ticket assignments saves time and reduces human error.

**60% Better Resource Utilization:** Load balancing mechanisms ensure even distribution of workloads.

**Enhanced Collaboration:** Direct notifications about newly assigned tickets improve team coordination.



In summary, the implementation of the Jira ticket assignment tool has revolutionized the ticket management process for the client. This tool has enhanced efficiency, accuracy, and transparency, leading to significant improvements in team productivity, faster issue resolution, and higher levels of customer satisfaction.



## About Altimetrik

Altimetrik is a pure-play digital business services company. We focus on delivering business outcomes with an agile, product-oriented approach. Our digital business methodology provides a blueprint to manage data and develop, scale, and launch new products to market faster. Our team of 6,000+ practitioners with software, data, cloud engineering skills help create a culture of innovation and agility that optimizes team performance, modernizes technology, and builds new business models. As a strategic partner and catalyst, Altimetrik quickly delivers results without disruption to the business.