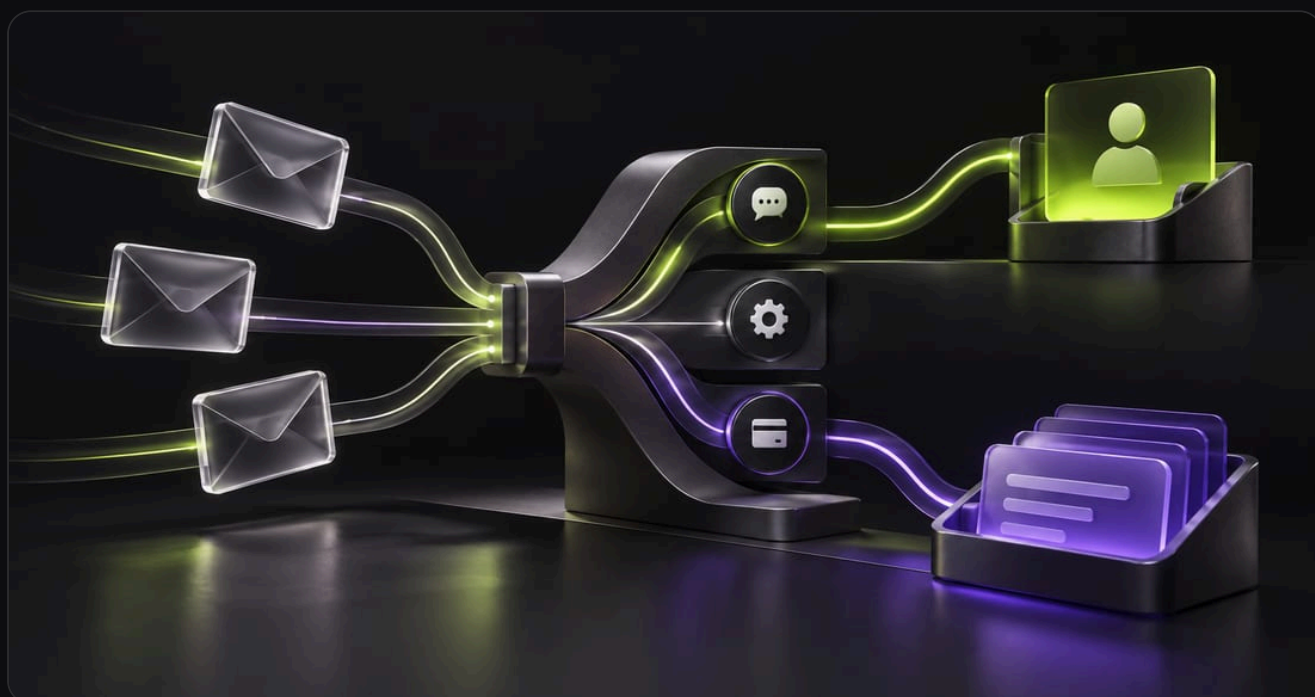


Support triage assistant.

Assisted ticket classification and reply drafting with human-controlled escalation.



Generated project artwork · Not an original application screenshot

Ticket automation

Order integration

Review and escalation

Client name not published · Portfolio summary edition

What the project focuses on.

Organize support context and suggested responses while retaining a human escalation decision.

FEATURE 01

Suggested ticket categories

Suggest a useful category for an incoming ticket.

FEATURE 02

Order context lookup

Bring the relevant order context into review.

FEATURE 03

Editable reply drafts

Let an agent refine a suggested response.

FEATURE 04

Human-approved escalation

Keep escalation decisions with the support team.

Workflow at a glance

STEP 01

Receive a ticket

STEP 02

Suggest classification

STEP 03

Prepare a response draft

STEP 04

Review or escalate

This overview communicates the project's intended business flow; it is not a technical specification or original system diagram.

The business objectives.

The project's focus translated into practical goals for the people using it.

OBJECTIVE 01

Routine sorting could take less agent attention.

OBJECTIVE 02

Escalated cases could include the relevant order context.

OBJECTIVE 03

Staff could review commitments before any reply is sent.

Design considerations

- Keep suggestions separate from approved actions.
- Retain source context for reviewer inspection.
- Evaluate uncertain outputs and escalation paths before operational use.

About this brief

Prepared from the current portfolio summary. Client identities, original screenshots, delivery dates, and measured results were not supplied. The artwork is AI-generated; business benefits describe objectives, not verified outcomes.

[View the project on Velqra's website](#)