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Together makes progress

ASCEND IN ACTION

Operate



Using Generative AI to reduce IT ticket volume for a large wireless carrier.

Challenge

A large wireless carrier faced an overwhelming volume of IT support tickets from users, many of which were repetitive and symptomatic of deeper issues, stretching the support team, increasing resolution time, and reducing user satisfaction.

Solution

Deloitte used the Ascend Problem Insights Generative AI module to analyze 12 months of historical ticket data, uncover patterns, identify root causes such as key mapping and upstream data issues, and implement targeted resolutions including a new self-service interface, upstream fixes, prioritization of high-impact problems, and user enablement through knowledge resources.

Impact

The AI-driven analysis and remediation reduced incoming tickets by **55%**, cut the backlog by **40%** over ten months, and optimized support team capacity by **35%**, allowing staff to be reallocated to higher-value transformation work while improving user experience.

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