



Manual Ticketing vs. Pia AI-Led Ticketing

7 Key Differences

Manual ticketing has been the traditional approach for handling IT tickets, but it often comes with challenges, such as slow processing times and human error. AI-led ticketing, like that offered by Pia aiDesk, provides an innovative solution that addresses these challenges and brings additional benefits.

Manual Ticketing



Pia AI-Led Ticketing

01 SPEED

- Slow, labor-intensive process
- Delayed response times
- Dependent on human availability



- Rapid classification and prioritization
- Up to **8x faster ticket resolution**
- 24/7 availability without fatigue

02 ACCURACY

- Subject to human error and biases
- Inconsistent ticket categorization
- Dependent on individual expertise



- **High accuracy with machine learning**
- Consistent and unbiased classification
- Continuously improves with data

03 SCALABILITY

- Difficult to manage high ticket volumes
- Requires more staff to scale
- Limited by human resources



- Effortlessly handles large volumes
- **Scales seamlessly with MSP's growth**
- Not limited by physical constraints

04 COST

- High labor costs
- Needs extensive training and supervision
- Increased costs with scaling



- Reduces need for additional staff
- Up to **50% reduction in service ticket workload**
- Cost-effective scalability

05 USER EXPERIENCE

- Slower resolution can frustrate users
- Inconsistent service quality
- Variable user satisfaction



- Faster resolution improves satisfaction
- Consistent, high-quality service
- Up to **30% uplift in customer service satisfaction**

06 EMPLOYEE RETENTION

- High workload can lead to burnout
- Limited career growth opportunities
- High turnover rates



- Reduces repetitive tasks
- Frees up time for strategic work
- Up to **40% increase in employee retention**

07 DATA INSIGHTS

- Limited data collection and analysis
- Reactive problem-solving
- Minimal insights for improvement



- Generates actionable insights from ticket data
- Supports proactive issue resolution
- **Enables continuous improvement**

Experience the Future of IT Service Management

Discover how Pia aiDesk can revolutionize your IT service desk. Book a demo today to see our AI-led ticket triage in action.