

Transform Your IT Support with CrushBank SmartClassifier

Leverage the power of standardized ticket classification. CrushBank AI Knowledge Management allows you to auto categorize data and ticket types for your core system, as well as for the companies you acquire. CrushBank's SmartClassifier lets you build a consistent method of categorization and historically recategorize tickets, streamlining your processes and maximizing efficiency.

Bring Structure to the Chaos

Turn all of your previously unsearchable content into valuable insight, intellectual property, and functioning advice. The SmartClassifier allows you to use CrushBank's powerful AI to automatically classify your ticket Types and Subtypes based on the content of the ticket, simplifying your team's workflow and delivering better access to historical ticketing details.



Optimize and Enrich Your Data

- Automate and implement ticket and time budgeting
- Make sure previous efforts are readily available
- Identify missing data - turn it into a task
- Don't start from scratch every single time
- Enable self-service for ticket deflection

Create Your Own Custom Model with CrushBank SmartClassifier

Most MSPs will be able to use, and should use, the standard model for automated ticket classification. In the event that this doesn't work for your business, CrushBank offers the flexibility to create your own custom model with dedicated models for Type, Sub Type, and Item, with Item data as the primary driver, fed by training data from historical ticket information.

Standardize Across Instances

CrushBank ingests all of your data into a single, unified data lake, allowing you to easily resolve multiple instances while keeping historical data and maintaining the value of your acquisition – client data, ticketing history, intellectual property, and more.



Start Your Smart Data Journey with CrushBank.

