CRUSHBANK

Revolutionizing IT Support with CrushBank Automations

In the world of IT support, precision and efficiencyare paramount.ManagedService Providers (MSPs) and IT departments handle countless tickets daily, often struggling with inconsistent classifications, unpredictable time estimates, and overwhelming documentation. Enter **CrushBank Automations**, purpose-built to address these challenges by leveraging a secure private data lake built for you by CrushBank connecting to all your data sources to deliver automations that are as unique as your business.

Unlike generic AI models that rely on publicly available or generalized data, CrushBank's automation suite uses **your data**. The private data lake it creates from your tickets, configuration data and documents records forms the foundation for every feature. This ensures that all data enhancements are tailored to your business, eliminating the inaccuracies often introduced by generic or generative AI solutions.

SmartClassifier: Precision Built on Your Data

One of the standout tools in CrushBank's suite is the **SmartClassifier**. Unlike generative AI systems, which can produce incorrect or irrelevant classifications, SmartClassifier uses **machine learning trained on your historical tickets**. This ensures that its classifications are accurate, relevant, and consistent with your business processes.



Custom Classification

The systemlearns fromyour historical tickets to understand unique categories, subtypes, and terminology.



Dynamic Reclassification

It revisits tickets afterworkis completed, updating classifications to reflect the actual resolution.



No Guesswork

Byavoidinggenerative approaches, it minimizes the risk of errors and ensures confidence in every classification.

With accuracy levels reaching a higher level than manual processes after a short optimization period, SmartClassifier saves technicians hours of manual effort while ensuring uniformity across the organization.

Auto Budgeting: Accurate Time Management

Time estimation is one of the most unpredictable aspects of IT support. CrushBank's **Auto Budgeting** tool eliminates the guesswork by analyzing historical ticket data to forecast resolution times with precision. Benefits include:



Enhanced Resource Planning

Realistic time estimatesensure technicians are neither overbooked nor underutilized.



Improved Client Trust

Accuratepredictions set clear expectations, leading to greater client satisfaction.



Performance Insights

Comparing estimatedand actual times helps identify training needs and improve efficiency.

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Ticket Prioritization: Always Address What Matters Most

When ticket volumes surge, determining what to tackle first can be overwhelming. CrushBank's **TicketPrioritization** feature uses your enriched data to evaluate factors like urgency, complexity, and business impact, ensuring:



Efficient Workflows

Automationeliminatestheneedfor manual prioritization.



Prompt Service Delivery

High-priority issuesreceivethe attention they deserve, minimizing client downtime.

Issue and Resolution Summarization: Data at a Glance

Detailed support requests and lengthy email threads in support conversations can slow down technicians. CrushBank's **Issue and Resolution Summarization** simplifies the process:



Issue Summaries

Concisesummariesofticketsas they are created.



Resolution Summaries

Afterthe ticket is closedasecond summary is produced based on the work done.



Knowledge Building

Summariescreate a searchable knowledge base for future reference.

Why Generic AI Falls Short for MSPs

AI tools like ChatGPT and CoPilot, while useful for general tasks, fall short in IT support environments. These models are trained on publicly available datasets, which lack the context and specificity required for MSP operations. Generic AI:

- **Misses Nuance:** Cannot understand unique ticket classifications or internal processes.
- **Introduces Risk:** May create incorrect classifications or predictions based on unrelated data.
- **Lacks Context:** Offers time estimates and recommendations that don't reflect your business's realities.

CrushBank, by contrast, uses your private data lake to deliver precise, contextually relevant automations tailored to your operations.

Built to Evolve with Your Business

CrushBank's tools are not static. They improve continuously through feedback and real-world usage, ensuring their relevance and effectiveness as your business grows. This adaptability makes CrushBank an invaluable partner for MSPs looking to scale operations while maintaining high-quality service delivery.

By integrating CrushBank's automation suite into your IT support processes, you provide your team with the tools they need to work smarter, not harder. The result? Faster ticket resolutions, better resource management, and happier clients.

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