



An ITEA Smart industry project



OMD



Optimising service provision with AI

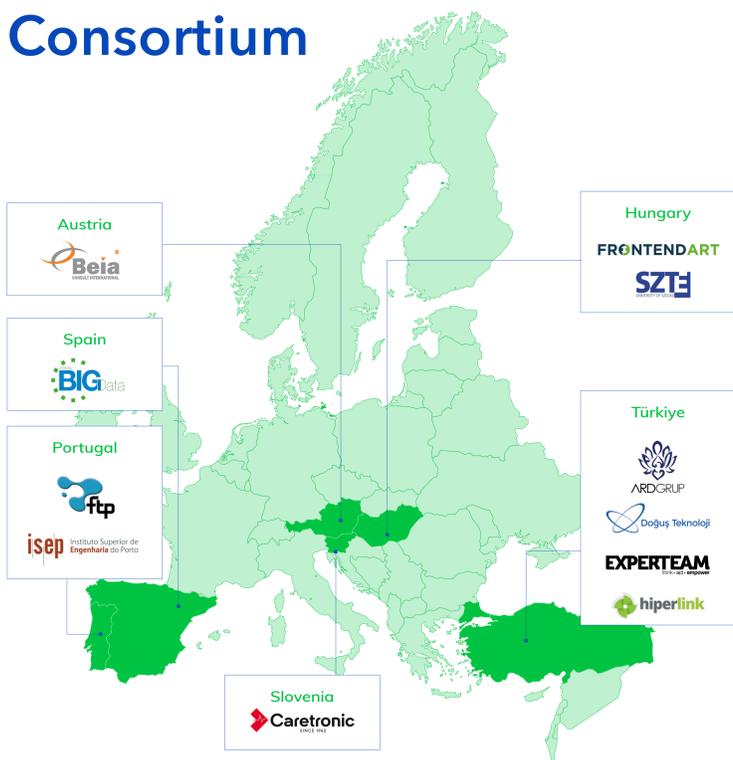
Project summary

To address the high demand for online service support, OMD (Optimal Management of Demand) developed a software framework in which AI models optimise service provider operations by assigning the correct agent to a specific service demand effectively. It functions as a decision support system with an advanced analytics dashboard for the management of service desks.

Project duration

January 2022 - December 2024

Consortium



Expected key results

- > **Effective use of resources** increasing efficiency, reducing operational costs and enabling high-quality services.
- > **Time and cost reductions are expected** to ticket filling (5%), ticket assignment (10%) and unresolved tickets (5%); for some partners, operational costs can be reduced by up to 20%.



Project website



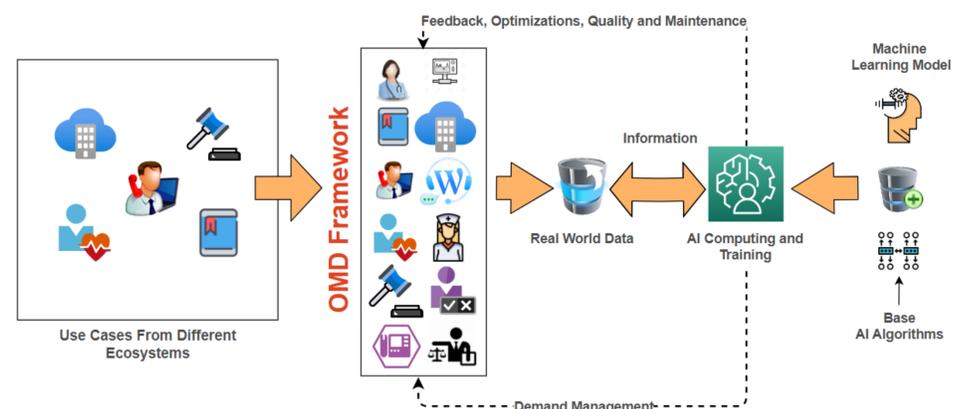
<https://omdproject.com/>

OMD demo



<https://demo.omdproject.com>

OMD Framework



Contact

Demet Seyhan
 Experteam - Türkiye
 E: demet.seyhan@experteam.com.tr
 T: +90 5320 528970

This ITEA project is supported by:

