OMD

Optimising service provision with AI
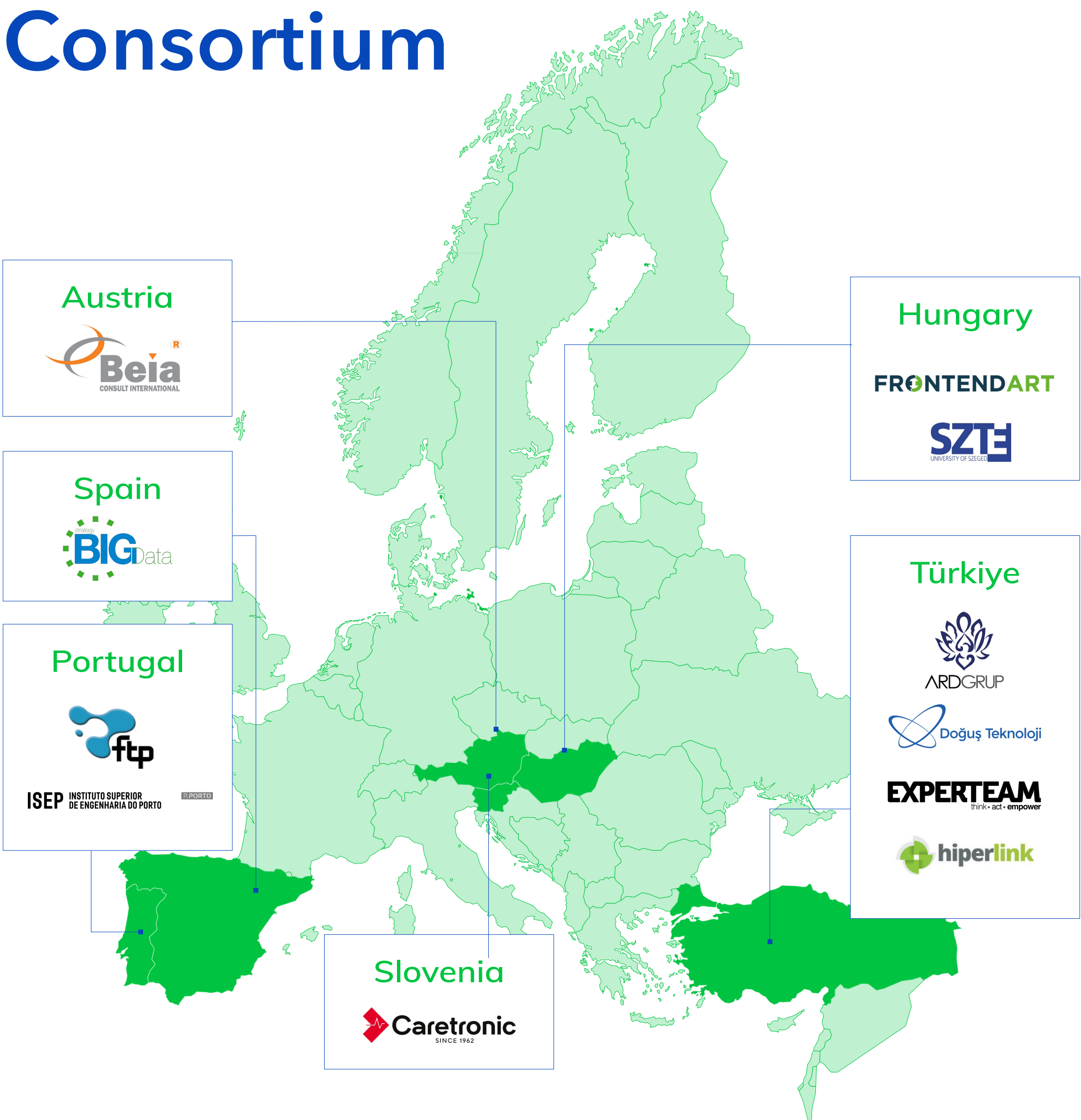
ITEA4

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.

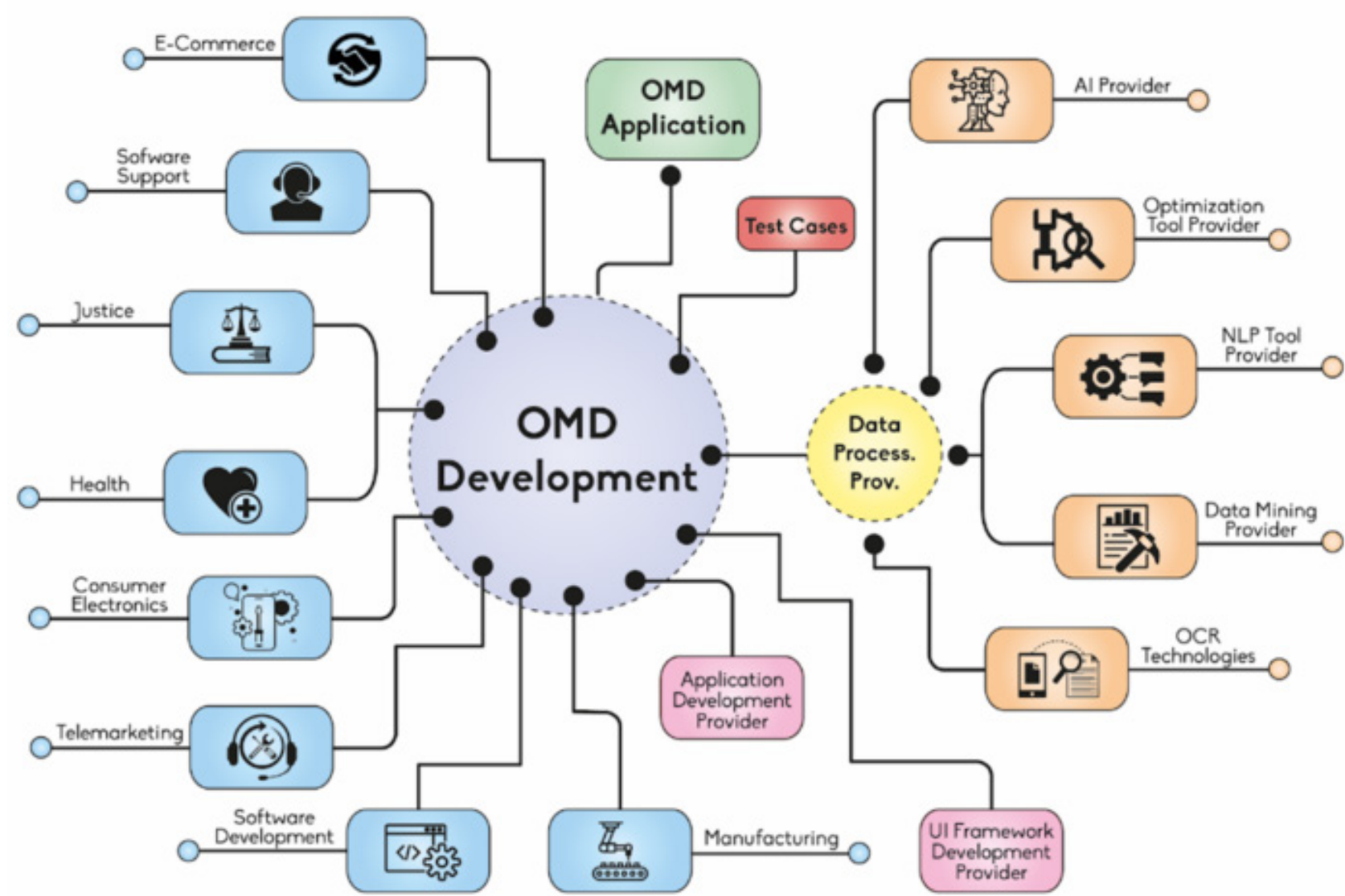## Project duration

January 2022 - December 2024

Consortium

Austria
Beia

Spain
BIGdata

Portugal
ftp
ISEP INSTITUTO SUPERIOR DE ENGENHARIA DO PORTO

Slovenia
Caretronic

Hungary
FRONTENDART
SZTE

Türkiye
ARDGRUP
Doğuş Teknoloji
EXPERTEAM
hiperlink

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%.

OMD Framework

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Project website

SCAN ME

https://omdproject.com/

OMD demo

SCAN ME

https://demo.omdproject.com

OMD Team ⌄

Contact

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