



An ITEA Smart industry project



OMD



Optimising service provision with AI

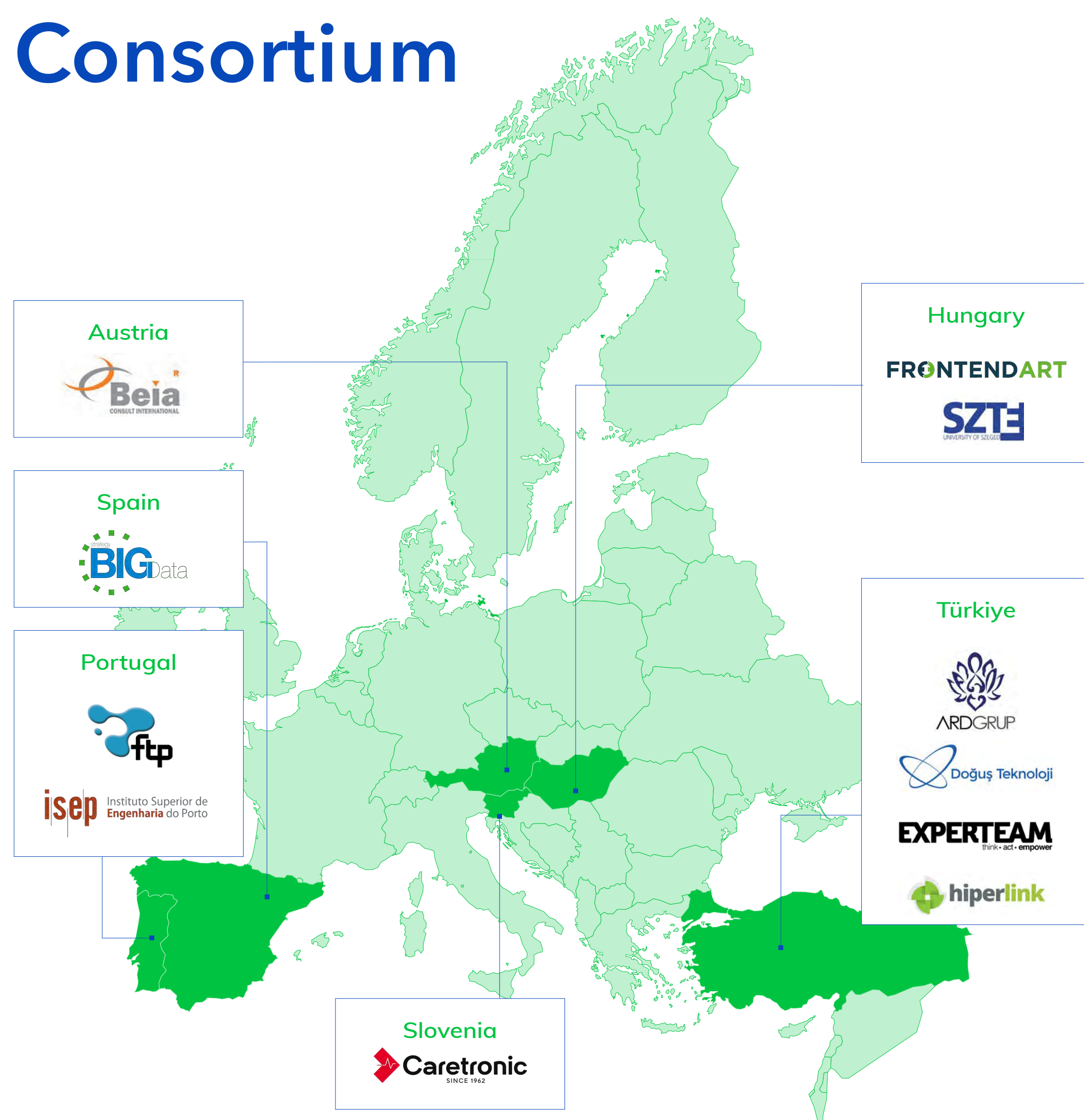
Project summary

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



SCAN ME

<https://omdproject.com/>

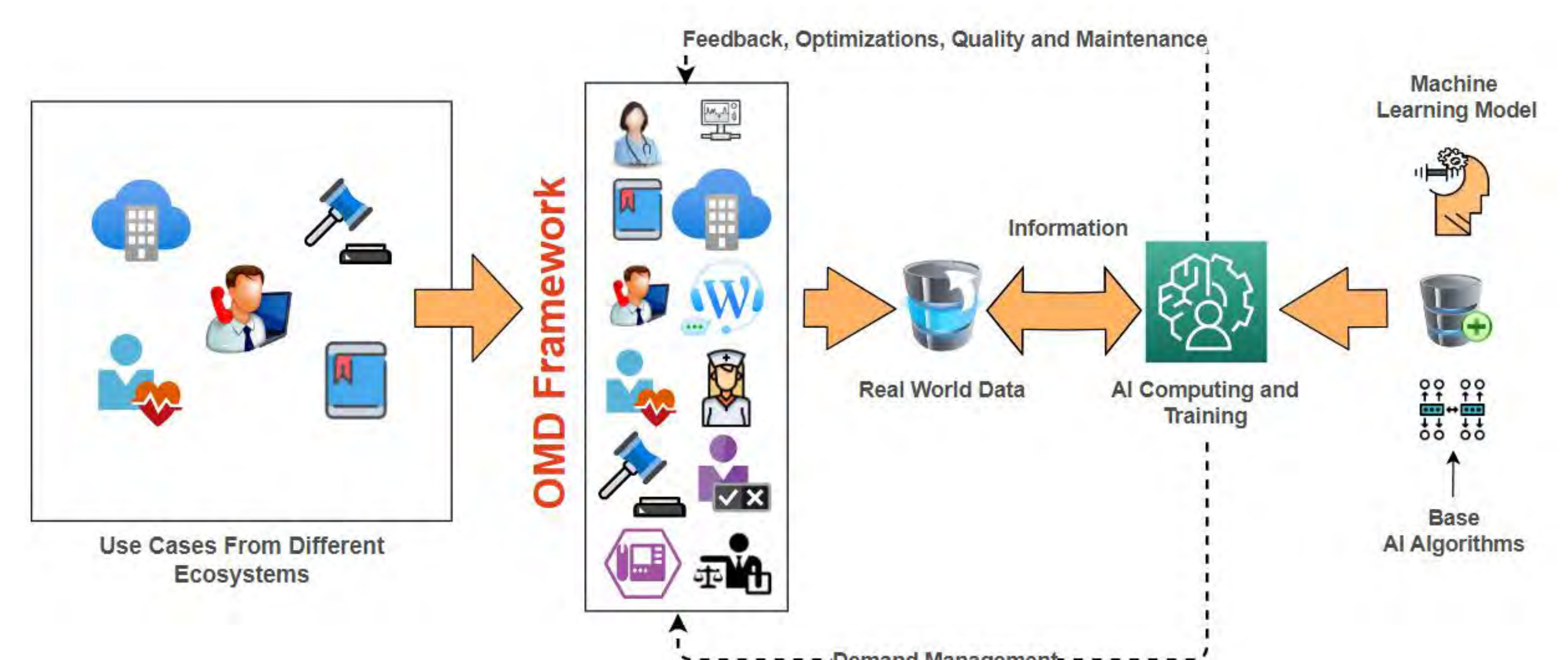
OMD demo



SCAN ME

<https://demo.omdproject.com>

OMD Framework



This ITEA project is supported by:



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