

The Beginner's Guide to Intelligent Swarming

Intelligent SwarmingSM is a service mark of the Consortium for Service InnovationTM

What is Intelligent Swarming?



Intelligent Swarming is a collaborative support model where one agent works on a ticket from start to finish. Should they get stuck at some point, they can seek the expertise of SMEs instead of escalating the ticket to the next tier. As a result, they come up with better, more relevant, and faster resolutions to customer issues.



Traditional Tiered Support Model



Intelligent Agent Swarming Model

Features of the Collaborative Model



Impeccable Benefits For Distinct Stakeholders



Outcomes for Support Network

- ✓ Easy to collaborate on complex issues
- ✓ Visibility of other worker's skills
- ✓ Efficient resolution and knowledge share



Outcomes for Support Leaders

- ✓ Increased employee satisfaction
- ✓ Accelerated employee skill growth
- ✓ Reduced new hire training time



Outcomes for Customers

- ✓ I know my issue status
- ✓ My issue is resolved faster
- ✓ I trust this company

Sources

<https://www.serviceinnovation.org/intelligent-swarming>

<https://www.bmc.com/blogs/intelligent-swarming>

https://library.serviceinnovation.org/Intelligent_Swarming/Practices_Guide/40_Principles_Core_Concepts

<https://aithority.com/it-and-devops/intelligent-swarming-the-buzziest-new-support-model>