



## CASE STUDY

# Esri Help Desk Workflow Automation Using RPA



## The Challenge

— A federal geospatial office has over 34,000 users requiring excellent customer support. To request support, users emailed technical issues, how-to questions, and other general inquiries – an inefficient method of providing solutions to customers. To improve customer satisfaction, this federal office asked Ardent to create a more efficient way to handle the volume user support requests.



## The Solution

— Ardent created a customized workflow automation system by combining Esri with Python. Esri Survey123 ingests user service tickets, and a custom Python script aggregates the service tickets into a data set. The process incorporates a notification feature to send an email alert every time a request has been submitted. The data set is displayed in an Esri dashboard to manage ticket assignments, updates, closure information and analytics/reporting tools.

## The Outcome

— RPA improved processes for receiving, assigning and tracking requests. In four weeks, Ardent developed a new workflow that leveraged existing platforms and software, reducing the Total Cost of Ownership (TCO). The solution has greatly improved customer service and has given the federal geospatial agency's leadership a better understanding of their users' wants and needs. The federal geospatial agency now provides a better user experience in a more efficient manner.



## Tools used to achieve these outcomes:

- Esri Survey123
- Esri Dashboards
- Esri ArcGIS Enterprise
- Python

## About Ardent

— A Digital Transformation, Location Intelligence, and Data Analytics firm, Ardent Management Consulting (ArdentMC) is a certified HUBZone Small Business and CMMI-Dev Level 3, v2.0 and ISO 9001:2015 company with offices in Arlington, VA and Tulsa, OK. ArdentMC management systems (ISMS/ITSMS) are certified to [ISO 27001:2013](#); [ISO 20000-1:2018](#) standards by SRI Quality System Registrar. Ardent brings a significant history of innovative and “at the speed of the mission” proven best practices in geospatial analytics, cloud services and modernization, and software development. Ardent is the “All In” trusted provider to many government agencies, DHS mission components, state and local projects, and the commercial and non-profit sectors.

For more information, visit [www.ardentmc.com](http://www.ardentmc.com).