

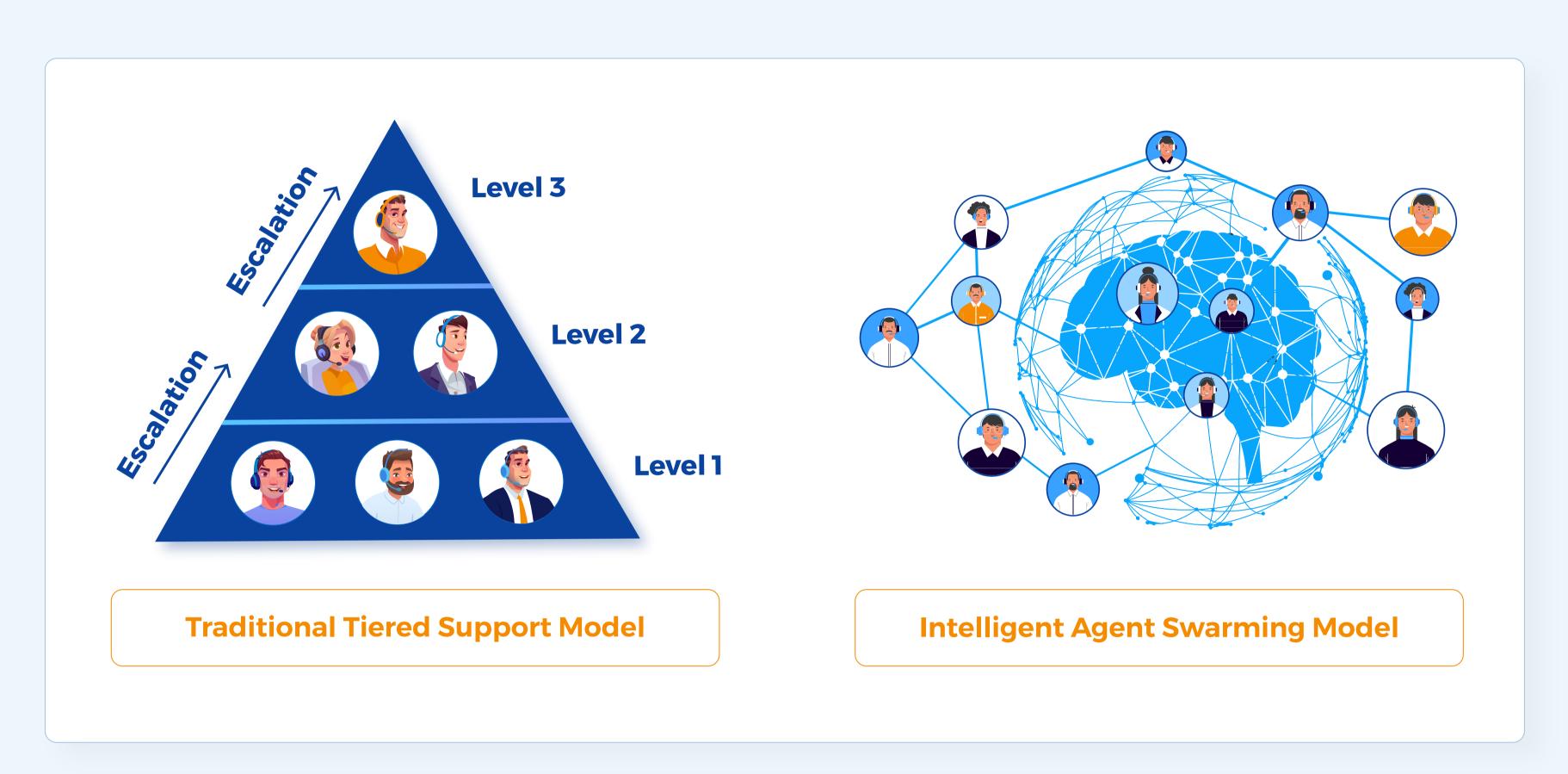
# The Beginner's Guide to Intelligent Swarming

Intelligent Swarming<sup>SM</sup> is a service mark of the Consortium for Service Innovation™

## 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.



#### Features of the Collaborative Model



### Impeccable Benefits For Distinct Stakeholders



## Sources

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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

