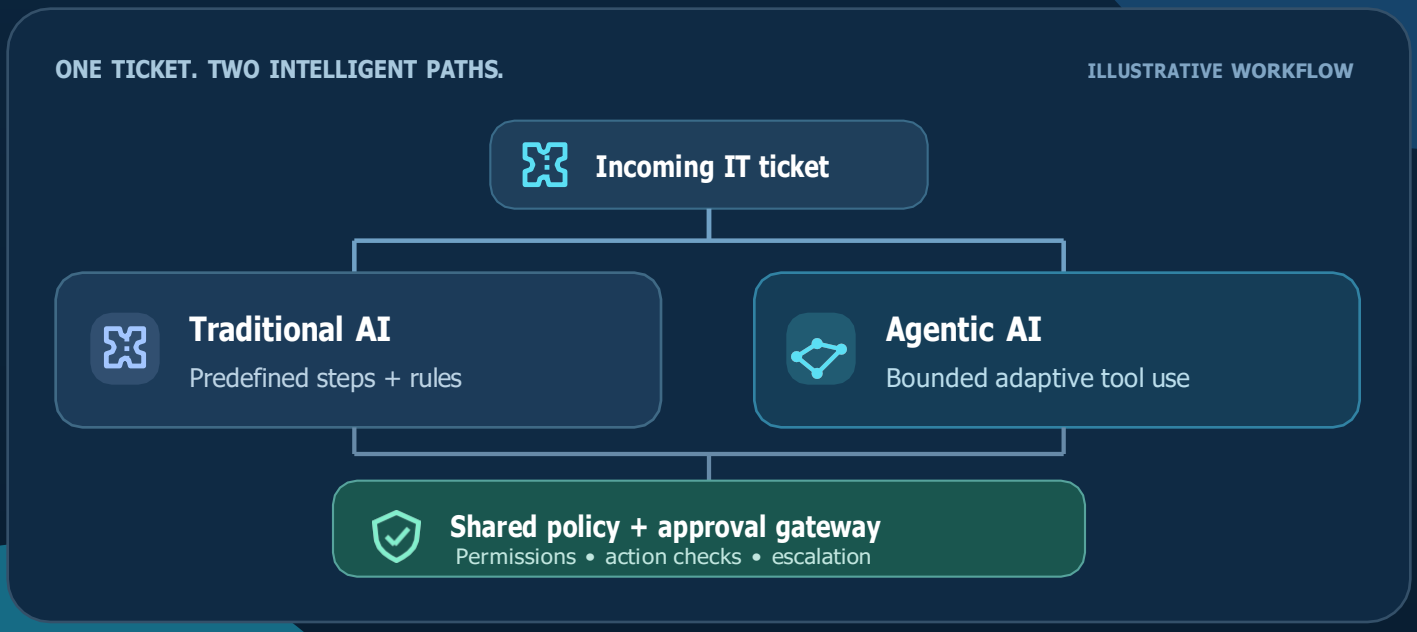
THE TKTNUM PLATFORM CONCEPT

Intelligent tickets. Smarter resolution.

One enterprise service desk. Two AI processing approaches. A shared layer of policy, approval and auditability.



The core principle

Useful autonomy starts with clear boundaries.

TKTNUM is designed to route, investigate and resolve eligible IT service requests while keeping consequential actions subject to shared permissions, human review and recorded decisions.

01 CONNECTED CONTEXT

Tickets and approved knowledge shape the next step.

02 GOVERNED ACTIONS

Tool requests pass policy checks and approval rules.

03 VISIBLE OUTCOMES

Action traces reveal what ran, stopped or escalated.

One platform. Two AI paths. One accountable control layer.

01 / STRUCTURED

Traditional AI

Predictable automation with a defined sequence of decisions.

- Classify ticket and priority
- Apply predetermined workflow rules
- Invoke approved tools or escalate

02 / ADAPTIVE

Agentic AI

Context-responsive automation within bounded execution limits.

- Interpret goal and retrieve context
- Select permitted tools iteratively
- Observe results, finish or escalate

SHARED GOVERNANCE

Same tickets, knowledge, tool access, policy rules and approval requirements.

Measure outcomes. Not assumptions.

Designed to evaluate both architectures on the same held-out service desk tickets.

01

ACCURACY

Correct resolutions or appropriate escalations.

02

EFFICIENCY

Elapsed time from ticket intake to outcome.

03

AUTONOMY

Eligible tickets resolved without human help.

04

OPERATIONAL RISK

Unauthorized, incorrect or wrong-target attempts.

A clearer way to evaluate intelligent IT support.

Explore the TKTNUM concept and its approach to controlled AI orchestration.

tktnum.com →