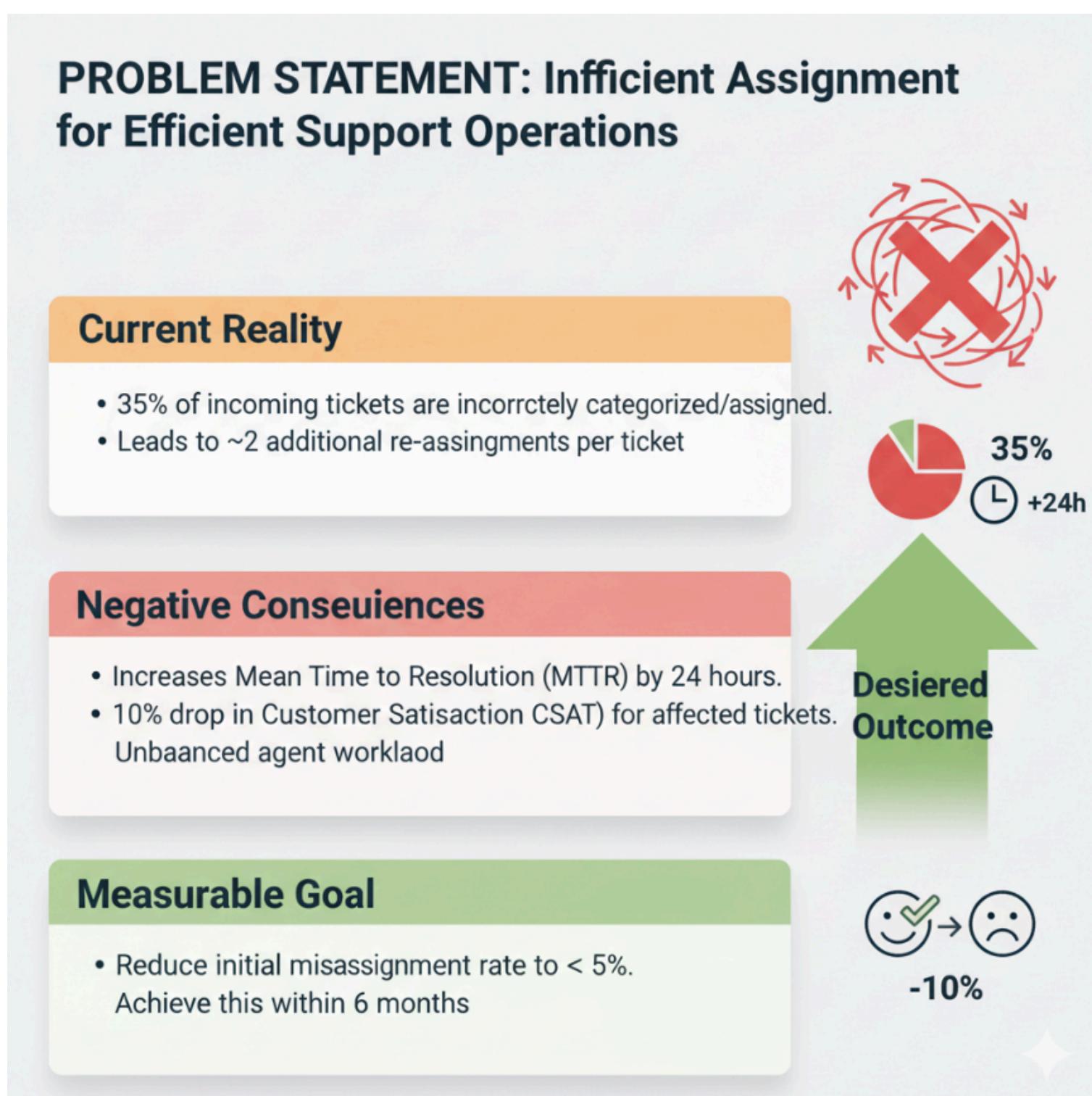


# IDEATION PHASE

## DEFINE THE PROBLEM STATEMENTS

Date	02 NOV 2025
TeamID	NM2025TMID01660
Project Name	Streamlining Ticket Assignment for efficient support operations
Maximum mark	2 marks

Defining the problem statement is the crucial first step in streamlining ticket assignment, as it frames the entire initiative and provides a clear target for improvement. This statement should precisely articulate the current undesirable situation, quantify its negative impacts, and set a measurable goal for resolution. For example, a common issue might be **inefficient initial ticket routing**, leading to tickets being frequently re-assigned, causing significant delays and frustration for both customers and agents. These re-assignments not only inflate resolution times but also create an unbalanced workload among agents, as complex tickets might languish while simpler ones are quickly resolved by the wrong team. A well-defined



problem statement, therefore, might highlight that "Currently, **35% of all incoming support tickets** are incorrectly categorized or assigned during initial triage, leading to an average of **two additional re-assessments per affected ticket** and increasing the overall Mean Time to Resolution (MTTR) by **24 hours**.

This inefficiency directly contributes to a **10% drop in our Customer Satisfaction (CSAT)** scores for these specific cases. Our objective is to **reduce the initial misassignment rate to under 5%** within the next six months." This kind of clarity ensures that all efforts in the subsequent phases are directed towards a common, measurable objective, providing a solid foundation for developing effective solutions.