

PROJECT DESIGN PHASE

PROBLEM SOLUTION FIT

Date	02 NOV 2025
TeamID	NM2025TMID01660
Project Name	Streamlining Ticket Assignment for efficient support operations
Maximum mark	4 marks

The **Project Design Phase**, particularly focusing on **Problem-Solution Fit**, is where the insights from empathy and discovery are translated into concrete solution concepts for streamlining ticket assignment. This involves ideating and refining potential solutions that directly address the identified core problems, ensuring that the proposed fixes genuinely resolve the pain points rather than just masking them. For instance, if a key problem is "tickets frequently being assigned to agents lacking specific product expertise," the design phase would explore solutions like **implementing robust skill-based routing**, developing a **dynamic agent skill matrix**, or integrating a **machine learning model for ticket categorization** before assignment. Each potential solution is then rigorously evaluated against the problem statement's metrics and the team's understanding of agent workflows, technical feasibility, and potential user adoption. This iterative process often involves **prototyping low-fidelity solutions** (e.g., mock-ups of new assignment interfaces, flowcharts of new routing logic) and conducting **internal feedback sessions** with agents to ensure the proposed solutions are intuitive, efficient, and truly solve their day-to-day challenges. The goal is to ensure a strong problem-solution fit, where the chosen design elements

directly and effectively mitigate the identified inefficiencies in ticket assignment, preparing a well-vetted solution for the development phase.



