IDEATION PHASE

DEFINE THE PROBLEM STATEMENTS

Date:	1 NOVEMBER 2025
Team ID:	NM2025TMID02509
Project Name:	*Streamlining Ticket Assignment for Efficient Support Operations*
Maximum Marks:	2 Marks

Defining the problem statement is a crucial step in the *Streamlining Ticket Assignment for Efficient Support Operations* project, as it provides a clear and measurable understanding of the existing inefficiencies. A well-defined problem helps in aligning all efforts toward solving the right issue and improving overall operational efficiency.

Currently, the ticket assignment process in support operations faces several challenges such as **manual allocation**, **frequent re-assignments**, and **uneven workload distribution** among agents. These issues often result in delayed resolutions, increased response time, and decreased customer satisfaction. The absence of an intelligent, automated routing mechanism means that tickets are often assigned to agents without considering their skill set, experience, or current workload.

Data analysis indicates that a significant percentage of incoming tickets are either misclassified or incorrectly assigned during the initial triage. This leads to repeated re-assignments, which cause unnecessary delays and create inefficiency in the support workflow. As a result, both customers and agents experience frustration, and the overall service quality declines.

“Currently, around 30–40% of incoming support tickets are being reassigned due to incorrect or manual ticket allocation, leading to an increase in response time and resolution delay by nearly 20–25%. This inefficiency contributes to lower customer satisfaction scores and uneven agent workload distribution. The objective is to reduce ticket re-assignment rates to below 5% and improve overall resolution efficiency through automated, skill-based, and workload-aware ticket routing.”

Current Ticket Assignment Challenges

- Frequent Miscassification
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- No Skill-Based Routing
- Uneven Workload Distribution
- 20-25% Resolution Delays