Problem Statement

- Title: Streamlining Ticket Assignment for Efficient Support Operations
- Subtitle: Problem Statement — Ideation Phase
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Executive summary

- Brief description: Current ticket assignment in our support org is manual/slow, causing delays, uneven workloads, missed SLAs, and lower customer satisfaction.
- Primary objective: Reduce ticket assignment time and imbalance while improving SLA compliance and agent utilization.

Context and background

- Support volume: high inbound tickets across channels (email, chat, phone, portal)
- Current process: triage → manual assignment by L2 coordinator → agent pick-up or reassignment
- Tools in use: ticketing system (name), spreadsheets, email notifications

Problem statement

- Customers experience extended resolution wait times because tickets are assigned slowly or to agents without the required skills, causing SLA breaches and reassignments.

Stakeholders

- Customers (end users)
- Support agents (tier 1, tier 2)
- Team leads and managers
- Workforce management / scheduling

- Engineering (for escalations)
- Product (for recurring product issues)

Goals and success metrics

- Primary goals:
    - Reduce average time-to-assignment from X to Y minutes
    - Decrease rate of reassignment by Z%
    - Improve SLA compliance by W%
    - Increase agent utilization and reduce unfair load variance
- Suggested KPIs:
- Average time-to-first-assignment
- % tickets assigned correctly first time
- SLA breach rate
- Average handle time (AHT) and resolution time
- Agent occupancy and load variance

Scope / out of scope

- In scope: assignment rules, automated routing, skill tagging, priority handling, reporting
- Out of scope: full case automation of resolutions; major ticketing platform replacement (unless later decided)

Constraints and assumptions

- Constraint examples: limited budget for new tools; current ticketing API rate limits
- Assumptions: agent skills and availability data can be integrated; tickets include metadata for routing

Root cause hypotheses

- Lack of automated routing rules and up-to-date agent skills
- Insufficient ticket metadata on arrival
- Centralized manual assignment creates bottleneck
- Poor visibility of agent load in real time

Risks and mitigation

- Risk: incorrect auto-assignment causing customer frustration → Mitigation: phased rollout, human-in-loop verification, configurable fallbacks
- Risk: data privacy when integrating systems → Mitigation: limit scope of fields, audit integration

Recommended next steps

1. Run 2-week data audit: ticket types, volumes, assignment time, reassignments
2. Interview 5 agents and 3 team leads for qualitative pain points
3. Pilot a rules-based routing with a subset of tickets and measure KPIs