

Project Design Phase

Problem – Solution Fit Template

Date	13 November 2025
Team ID	NM2025TMID00798
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

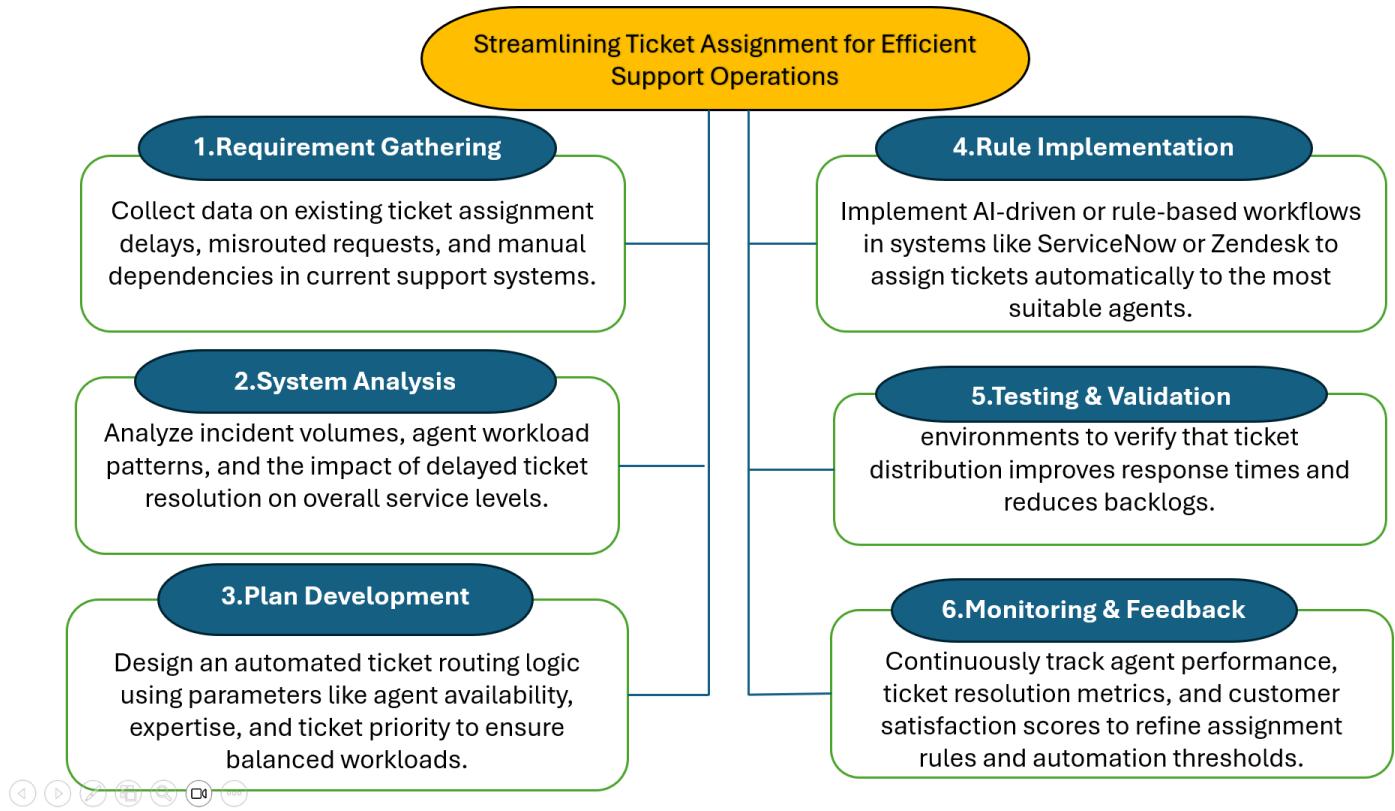
Problem – Solution Fit Template:

The *Problem–Solution Fit* ensures that you have identified a real issue in your organization or user process, and that your proposed solution effectively addresses that problem. It helps IT teams, support managers, and process designers align workflows with performance goals and customer satisfaction.

Purpose:

- ✓ Solve complex operational problems that affect support team productivity and response time.
- ✓ Improve ticket handling efficiency by reducing manual effort and response delays.
- ✓ Enhance customer satisfaction through faster resolution and transparent ticket tracking.
- ✓ Use automation and intelligent routing to reduce workload imbalance among support staff.
- ✓ Continuously monitor and optimize ticket assignment strategies to adapt to dynamic workloads.

Template:



References:

1. <https://www.ideahackers.network/problem-solution-fit-canvas/>
2. <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>

Explanation:

The project “*Streamlining Ticket Assignment for Efficient Support Operations*” tackles inefficiencies in manual or outdated ticket allocation processes in customer support systems. By introducing automated, intelligent assignment mechanisms, the project ensures that support tickets are routed to the right agents based on expertise, priority, and workload. This reduces response time, minimizes human errors, and improves customer satisfaction. Furthermore, the continuous monitoring and feedback loop ensures adaptive improvements to maintain high operational performance. Implementing such a solution in ITSM platforms like ServiceNow or Freshdesk helps enterprises enhance service delivery, accountability, and productivity across support teams.