

Ideation Phase

Define the Problem Statements

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

Customer Problem Statement Template

In many support environments, tickets are assigned to agents manually. This causes delays, uneven workload distribution, and confusion among support staff. Some agents may end up overloaded while others remain free, leading to slower response times and unresolved tickets.

Customers and support teams need a streamlined and automated method to assign tickets based on skill, workload, and availability. Without this, service quality decreases, communication gaps increase, and customer satisfaction is negatively impacted.

Automating ticket assignment will ensure fair workload balance, faster response times, and improved support efficiency. It will also increase transparency and reduce human error in daily operations.

Problem & Solution Table		
Problem	Description	Solution
Data Integrity Risk	Deleting users who are still linked to incidents causes loss of incident history and incomplete records.	Implement a validation check to block deletion if active incident assignments exist.
User Confusion	Admins may accidentally remove users without realizing they are assigned to open incidents.	Show clear warnings and display a list of linked incidents before confirming deletion.
Compliance Issues	requirements mandate preserving incident records and responsible user assignments.	Automatically archive user-related data or reassign incidents before allowing deletion.
Workflow Disruption	Removing assigned users disrupts workflows and delays incident resolution.	Create a reallocation workflow that reassigns incidents to other users or a default incident owner.
Audit Challenges	Without safeguards, audit trails are incomplete, making it difficult to trace actions and responsibilities.	Maintain detailed logs and enforce deletion policies to ensure audit records remain intact and accessible.

Reference:

<https://miro.com/templates/customer-problem-statement/>

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Support Agent	Handle incoming support tickets efficiently	I receive tickets unevenly	assignment is manual and not based on workload	overwhelmed and stressed
PS-2	A Customer	Get quick support resolution	my ticket is assigned to a busy or wrong agent	there is no automated skill-based routing	frustrated and dissatisfied

Problem Statement PS 1

As a support agent, I am trying to manage and resolve tickets efficiently. However, tickets are assigned manually, and sometimes I receive more tickets than others. This imbalance makes me feel overwhelmed and stressed, affecting my productivity.

The lack of an automated or rules-based assignment process disrupts smooth workflows and causes delays in customer support. I need a fair, skill-based ticket distribution system to maintain work efficiency and provide better response times.

Problem Statement PS 2

As a customer seeking help, I want my issue to be handled quickly by the right support agent. Currently, tickets may be assigned to agents who are already overloaded or not skilled for the issue. This results in delays and repeated follow-ups.

This situation leaves me frustrated and dissatisfied with the support service. I need an automated assignment solution that ensures my ticket is routed to the right agent, improving speed, clarity, and overall service experience.