Project Design Phase

Proposed Solution

Date	13 NOVEMBER 2025
Team ID	NM2025TMID00798
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Proposed Solution Template:

S.No	Parameter	Description
1	Problem Statement (Problem to be solved)	In many support environments, tickets are manually assigned, leading to delayed responses, uneven workload distribution, and poor customer satisfaction. Manual routing often causes bottlenecks, miscommunication, and inefficiency.
2	Idea / Solution Description	Implement an automated, rule-based ticket assignment mechanism that intelligently routes support tickets to the most suitable agent or team based on expertise, availability, and ticket priority. The system uses pre-defined logic and dynamic data analysis to streamline operations.
3	Novelty / Uniqueness	Unlike traditional manual or random assignments, this solution leverages automation and data-driven logic (such as skill mapping, priority tagging, and workload balancing) to ensure fair and efficient ticket distribution — reducing idle time and human dependency.
4	Social Impact / Customer Satisfaction	Improves customer satisfaction through faster ticket acknowledgment and resolution. It also reduces agent burnout, enhances accountability, and builds trust in the support process.

5	Business Model (Revenue Model)	Not directly revenue-focused, but significantly reduces operational costs, improves efficiency, and boosts service quality — resulting in better client retention and higher productivity across support teams.
6	Scalability of the Solution	The system can be easily scaled to support multiple departments, ticket categories, and platforms like ServiceNow, Freshdesk, or Jira Service Management. Rules can be expanded to incorporate AI-based learning for predictive ticket routing.