

Project Design Phase

Problem – Solution Fit Template

Date	2 NOVEMBER 2025
Team ID	NM2025TMID02018
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

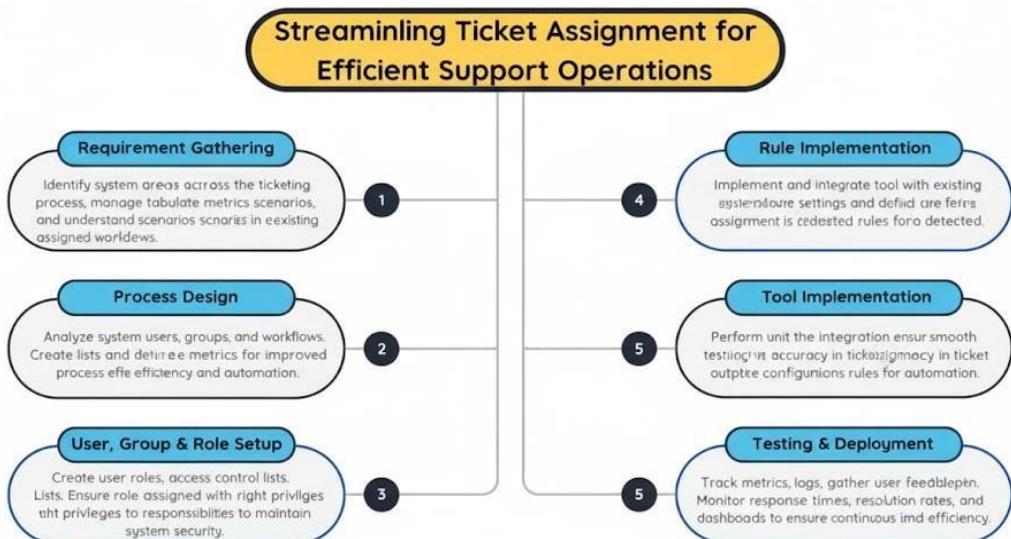
Problem – Solution Fit Template:

The Problem-Solution Fit simply means that you have found a problem with your customer and that the solution you have realized for it actually solves the customer's problem. It helps entrepreneurs, marketers and corporate innovators identify behavioral patterns and recognize what would work and why.

Purpose:

- Solve complex support ticket management problems in a way that fits the operational needs of customer support teams.
- Succeed faster and increase solution adoption by integrating the tool with existing helpdesk systems (like Jira or Zendesk).
- Sharpen communication and support workflow strategy through data-driven automation.
- Increase touchpoints between agents and customers by reducing manual delays and improving problem–behavior fit.
- Understand and optimize the existing support process to make it faster, fairer, and customer centric.

Template:



References:

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

The project “Streamlining Ticket Assignment for Efficient Support Operations” addresses a key challenge in customer support workflows where manual ticket distribution causes delays, uneven workloads, and slower response times. By automating the ticket assignment process using predefined rules and AI-based logic, the system intelligently allocates tickets to the most suitable support agent based on their expertise, availability, and current workload. This solution improves team efficiency, ensures faster resolution times, and enhances overall customer satisfaction. With the successful implementation of automation and real-time workload tracking, this project establishes a foundation for smarter, data-driven support operations in enterprise environments.