**Problems-Identified**

**Problems Identified in the Current Ticket Resolution Process:**

**1. Unorganized Inbox:**Tickets are dumped into a general inbox without categorization, causing delays in picking the right tickets.

**2. Manual Categorization:**Support agents spend time reading each ticket manually to decide its type, leading to slower ticket handling.

**3. No Automated Assignment:**Tickets are manually assigned to available agents instead of using automated rules based on ticket type or urgency.

**4. Delayed Customer Communication:**When agents need more information, they send emails manually, causing time delays as customers take time to respond.

**5. Lack of Ticket Prioritization:**Urgent tickets are not prioritized properly because there is no automatic priority tagging.

**6. Poor Monitoring:**There are no dashboards or KPIs to track ticket statuses or agent productivity, making it difficult to manage workloads.