**Customer Support Ticket Resolution Optimization**

**Objective:**  
Improve the customer support ticket management process by reducing ticket resolution time, automating ticket categorization, and enhancing agent productivity through better workflows and data-driven decision making.

**Scope:**

* Map the Current (As-Is) ticket handling process.
* Identify pain points (delays, bottlenecks).
* Design an optimized (To-Be) process.
* Gather functional and technical requirements.
* Create Agile User Stories.
* Write sample SQL queries for reporting support.
* Design a dashboard for key ticketing KPIs.

**Tools Used:**  
draw.io, Canva (or Power BI), SQL, Word, GitHub