Ideation Phase

Brainstorming & Idea Prioritization

Date	01 November 2025
Team ID	NM2025TMID07096
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Project Description

This guided project demonstrates how to streamline and automate the process of assigning support tickets within the organisation. It begins by identifying the inefficiencies in the existing manual process and then creating a Service Catalog (or IT-Service) item / workflow that allows users or support requests to be automatically triaged and assigned to the appropriate support team or agent. The catalog item (or intake form) incorporates dynamic form behaviour to guide users (or requesters), ensure proper data entry, and enhance the overall user experience. A client script (or business rule) and UI policy (or UI rule) are implemented to manage field visibility, enforce conditions, and provide a reset or recall option for convenience. Additionally, clear instructions are included to help users complete the form correctly. The workflow also includes tracking and governance mechanisms to ensure that all changes are properly recorded and managed during deployment. The project concludes with a test scenario that validates the new intake/assignment process — verifying that users can submit requests seamlessly, that dynamic fields behave as expected, and that tickets are assigned automatically (or manually triggered assignments) to correct support teams. This process helps administrators maintain control, improve assignment accuracy, and deliver a faster, more reliable support ticket experience.

1. Brainstorming

Goal:
Create an automated and intelligent ticket assignment system that routes support tickets to the appropriate teams or agents efficiently and accurately.

Key Questions to Explore:

1. What details are required from users to create and classify support tickets effectively?
2. How can the system automatically determine the right team or agent based on category, urgency, and issue type?
3. How can we minimize manual ticket routing and reduce response time?
4. How can ticket tracking, escalation, and resolution be managed automatically?
5. What governance and audit mechanisms should be in place to ensure accountability?
6. Should users have features like ticket reset, reassignment, or status tracking for better transparency?

Brainstormed Ideas:

1. Use **dynamic fields** based on ticket category (e.g., Hardware, Software, Network).
2. Implement **auto-assignment logic** using workflows or business rules.
3. Introduce a **reset option** to clear form entries before submission.
4. Integrate **assignment tracking and logging** for governance and audit.
5. Automate **approvals and escalations** using Flow Designer or Workflow.
6. Display **real-time assignment status and notifications** to users.
7. Enable **skill-based or round-robin assignment** for fair workload distribution

2.Idea Listing

Functional Ideas

1. Create a Service Catalog item or intake form: "Support Ticket Request."
2. Dynamic fields: Show or hide inputs like "Asset ID," "Department," or "Priority" based on selected issue category.
3. Provide a "Reset" or "Cancel" option for users to clear form entries.
4. Enable real-time validation for required fields (e.g., Category, Description, Urgency).
5. Send automated notifications to users and assigned agents when tickets are submitted or reassigned.
6. Allow users to track their ticket status through a self-service portal.

Technical Ideas

1. Use **Catalog Client Scripts** for dynamic field visibility and validation.
2. Apply **UI Policies** to make fields mandatory or read-only based on user input.
3. Create **Business Rules** or **Flow Designer workflows** for ticket auto-assignment.
4. Implement **assignment rules** based on conditions (category, urgency, or keywords).
5. Maintain all configuration changes in **Update Sets** for traceability and deployment.
6. Integrate with **Incident or Case Management** for end-to-end visibility and reporting.
7. Use **audit logs** to record every assignment and reassignment action.

3.Grouping:

Group	Ideas Included	Purpose
User Experience (UX)	Dynamic fields, reset button, guided form instructions, auto-fill user details	Make the form simple and user-friendly
Technical Configuration	Client scripts, UI policies, Flow Designer, workflow approvals	Ensure correct automation and backend logic

Governance & Compliance	Update sets, documentation, approval records, testing	Ensure safe deployment and traceability
Testing & Validation	Scenario testing with different users/departments, reset verification	Confirm the form works correctly before go-live

4.Action Planning:

Phase	Task	Expected Output
Requirement Gathering	Identify laptop request needs, collect required fields, and define approval flow	Approved requirement document and workflow outline
Design	Create form layout, determine field dependencies, and plan dynamic behavior	Finalized form design with dynamic field plan
Development & Configuration	Configure catalog item, add form fields, apply UI Policies, Client Scripts, and reset option	Functional catalog item with dynamic form behavior
Workflow & Automation Setup	Build approval and fulfillment workflow, configure notifications	Automated workflow with approval and email triggers
Testing & Validation	Test catalog item for various scenarios and user roles, validate reset and approval flow	Tested and verified catalog item ready for deployment
Deployment & Governance	Move to production, document configuration, and track updates for governance	Production-ready catalog item with governance compliance

Idea Prioritization:


High Priority
Category
Hardware
Urgency
Serial Number
Auto-routing Logic
Support Team Hardware
Submit
Medium Priority
Requerter Details
Email &
Deployment Tracking
Ticket Assignment Status
Low Priority
Knowledge Base:
Feedback / Satisfaction Rating