Ideation Phase

Define the Problem Statements

Date	01 November 2025
Team ID	NM2025TMID07096
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Customer Problem Statement

Organizations currently face significant challenges in managing and assigning support tickets through manual or email-based methods. This leads to delays in issue resolution, misrouted tickets, and increased workload for support teams. Employees and administrators often experience confusion about ticket ownership, lack of real-time status visibility, and repeated follow-ups to ensure problems are addressed.

The absence of an automated ticket assignment process also results in inefficient workload distribution and slower response times, reducing overall productivity and user satisfaction.

They need a **centralized and automated ticket management system** that can intelligently route incoming tickets to the appropriate team or agent based on category, urgency, or department. Such a system will **streamline operations**, **enhance transparency**, and **improve response efficiency**, leading to faster issue resolution, reduced manual effort, and a better overall support experience.

 Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Employee	Request a laptop online	The process takes too long	Approvals happen manually through emails	Frustrated and delayed
PS-2	Approver/ IT Admin	Manage and track multiple laptop requests	There's no automatic notification or approval flow	The system lacks workflow automation	Overloaded and disorganized

Problem Statement PS-1

As an employee, I am trying to raise a support ticket when I face an issue, but the current ticket assignment process is slow and requires manual intervention by the IT team.
This delay impacts the timely resolution of issues and causes frustration due to a lack of visibility into ticket progress.
I need an automated ticket routing system that assigns issues to the right support agent based on category, priority, and workload — enabling faster response times and better user satisfaction.

Problem Statement PS-2

As a support team lead or IT administrator, I need to efficiently review, assign, and track multiple support tickets.
However, since there is no automated workflow or prioritization mechanism, I spend extra time manually categorizing and distributing tickets.
A **Catalyst-based automated assignment workflow** with intelligent routing, notification triggers, and real-time tracking would streamline operations, reduce workload, and ensure balanced ticket distribution and faster resolution.