

## Project Design Phase: Problem - Solution Fit

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| Date          | 01 NOVEMBER 2025   |
| Team ID       | NM2025TMID01728  |
| Topic Name    | Streamlining Ticket Assignment for efficient support operation |
| Maximum Marks | 4 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 created for it actually solves the problem. It validates whether entrepreneurs, marketers, and corporate innovators identify behavioral patterns and recognize what would work and why.

#### Purpose:

- Solve complex problems in a way that fits the state of your customers.
- Succeed faster and increase your solution adoption by tapping into existing mediums and channels of behavior.
- Sharpen your communication and marketing strategy with the right triggers and messaging.
- Increase Touch-points with your company by finding the right problem-behavior fit and establishing the basis of frequent conversations about your core problems.
- Understand the existing situation in order to improve it for your target group.

| Plan Development                            | System Analysis                            | Testing & Validation                        | Monitoring & Feedback                      |
|---|--|---|--|
| Define assignment rules (skill, SLA, load). | Integrate with current ticketing platform. | A/B test TFAT and Assignment Accuracy Rate. | Real-time dashboard for assignment errors. |
| Determine required NLP/ML features.         | Design capacity calculation logic.         | UAT with agents on assignment quality.      | Agent satisfaction surveys.                |

The project "**Streamlined Ticket Assignment for Efficient Support**" addresses a crucial gap in internal helpdesk operation: the **manual, error-prone, and slow process** of ticket triage. By deploying an **AI-driven routing engine**, we eliminate the need for agents to manually screen every incoming ticket. This solution not only safeguards rapid incident resolution workflows but also supports better **workload distribution** and **agent specialization utilization**. Through comprehensive

performance monitoring in platforms like ServiceNow, this project sets a foundation for building **faster response times** and a **more sustainable** support environment in enterprise operations.