Ideation Phase

Define the Problem Statements

Date	30 October 2025	
Team ID	NM2025TMID00370	
Project Name	e Streamlining Ticket Assignment for Efficient Support Operations	
Maximum Marks	2 Marks	

Customer Problem Statement Template:

Problem Statement Table I'm trying to lam But Because Which makes me feel a support assign tickets the ticket it causes delay frustrated as team lead quickly to the assignment uneven workload customer handling right support process is distribution, satisfaction agents based multiple manual and and team and longer on skills and customer inconsistent productivity resolution times availability issues decrease

Problem Statement Table:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a support team lead handling multiple customer issues	assign tickets quickly to the right support agents based on skills and availability	the ticket assignment process is manual and inconsistent	it causes delays, uneven workload distribution, and longer resolution times	frustrated as customer satisfaction and team productivity decrease
PS-2	a support agent receiving new customer tickets	get tickets that match my expertise and workload fairly	I often get assigned unrelated or excessive tickets	the system lacks automation and intelligent ticket routing	overwhelmed and demotivated due to inefficient workload management