

Ideation Phase

Define the Problem Statements

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

Customer Problem Statement Template:

Problem Statement Table

I am	I'm trying to	But	Because	Which makes me feel
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 delay uneven workload distribution, and longer resolution times	frustrated as customer satisfaction and team productivity 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