

IDEATION PAUSE

<i>Date</i>	
Team ID	
Project Name	Streamlining ticket assignment for efficient support operation

Problem statement: ABC corporation a leading technology company was face in challenges with efficiently assigning support tickets to the appropriate teams. With a vast array of products and services, the support team found it increasingly difficult to manually route teacher to the right group leading to delay issue resolution and customer dissatisfaction

Challenges : The project to streamline ticket assignment is facing setbacks due to a mix of technical, operational, and organizational challenges. These issues are affecting the implementation and effectiveness of automated support workflows.

Key Challenges:

- Lack of defined goals, rules, and workflows.
- Difficulty connecting with CRM, helpdesk, or communication tools.
- Inconsistent or missing rules for ticket urgency and routing.
- Limited budget, time, or technical expertise.
- Support staff reluctant to adopt automation.
- Incomplete, messy, or unstructured ticket data
- Poor coordination, unclear ownership, or shifting priorities.

Object: The objective of this initiative is to implement an automated system for ticket routing at ABC Corporation, aimed at improving operational efficiency by accurately assigning support tickets to the appropriate teams. This solution aims to reduce delays in issue resolution, enhance customer satisfaction, and optimize resource utilization within the support department