Project Design Phase

Problem – Solution Fit Template

Date	02 November 2025
Team ID	NM2025TMID03589
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 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 provide actually solves the customer's problem.

It helps organizations and developers understand user behavior, identify inefficiencies, and design appropriate solutions that improve performance and experience.

Purpose:

✅ Solve ticket management challenges by automating assignment to the right support agents.

✅ Reduce response delays and improve customer satisfaction through optimized workflows.

✅ Enhance communication between support teams and streamline escalation processes.

✅ Build a transparent and measurable system to track ticket ownership and accountability.

✅ Understand the current manual assignment bottlenecks to improve productivity and efficiency.

Problem:

In many IT service management systems, ticket assignment is still a semi-manual process. This causes delays, misrouted tickets, and inefficient workload distribution among agents.

Support teams often face challenges like uneven ticket load, delayed responses, and lack of real-time tracking.

Solution:

Develop an automated Ticket Assignment Optimization System that uses pre-defined business rules and performance analytics to assign incoming tickets to the most suitable support agent or group.

This automation ensures faster response time, improved service quality, and better use of human resources.

Process Flow:

Streamlining Ticket Assignment for Efficient Support Operations

Step	Activity	Description

1	**Requirement Gathering**	Identify current ticket routing methods, agent skill mapping, and escalation procedures.
2	**System Analysis**	Evaluate existing ticket queues, response SLAs, and analyze patterns of assignment inefficiencies.
3	**Plan Development**	Design a rule-based or AI-driven assignment engine and outline UX improvements for ticket dashboards.
4	**Rule Implementation**	Implement logic to auto-assign tickets based on agent skillset, availability, and workload.
5	**Testing & Validation**	Conduct simulation tests to ensure accurate assignment, timely responses, and balanced workloads.
6	**Monitoring & Feedback**	Collect feedback from support teams and track performance metrics post-deployment.

The project “Streamlining Ticket Assignment for Efficient Support Operations” focuses on automating and optimizing the way support tickets are distributed within helpdesk and ITSM systems.

By replacing manual or semi-automated assignment with intelligent rules or machine learning models, the project ensures that each ticket reaches the right agent quickly.

This significantly reduces response and resolution time, enhances customer experience, and improves operational efficiency.

The solution provides measurable benefits such as reduced backlog, improved SLA adherence, and balanced agent workload.

By integrating smart analytics and rule-based workflows, this project lays the foundation for future-ready support systems with better accountability and transparency.