

Ideation Phase

Define the Problem Statement

Date	02 November 2025
Team ID	NM2025TMID03589
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Customer Problem Statement Template:

Support teams often struggle with **inefficient ticket assignment processes**, where tickets are distributed manually or unevenly among team members. This causes **delays in response, increased workload imbalance, and low customer satisfaction**. Without automation, tracking performance and prioritizing urgent tickets becomes a challenge.

The absence of a smart assignment system results in:

- Longer resolution times for high-priority issues.
- Certain agents being overloaded while others remain underutilized.
- Reduced transparency in ticket tracking and accountability.

A solution is required to **automate and optimize ticket distribution** using parameters like agent availability, skill level, and workload. This will **reduce manual intervention, balance workloads, and improve service quality and efficiency**.

Problem & Solution Table

Problem	Description	Solution
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Uneven Workload	Some agents handle more tickets than others, causing burnout.	Implement an automated ticket balancing system.
Delayed Response Time	Tickets are not prioritized properly, leading to delays.	Introduce a rule-based prioritization algorithm.
Lack of Transparency	Manual assignment hides workload distribution data.	Add a dashboard showing ticket status and load per agent.
Human Errors	Manual handling causes misrouted or missed tickets.	Automate ticket assignment using predefined logic.
Low Customer Satisfaction	Unresolved or delayed tickets affect user trust.	Enable SLA-based ticket routing to ensure faster resolutions.

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Support Manager	Assign tickets fairly to team members	The process is manual	There's no system for auto-distribution	Frustrated and overworked
PS-2	A Support Agent	Manage tickets efficiently	Workload is not balanced	Some agents receive too many tickets	Stressed and demotivated

✓ Problem Statement PS 1:

As a **Support Manager**, I want to assign tickets fairly across the team, but the current manual method takes too long and often leads to uneven workload distribution. This slows down ticket resolution and creates management challenges.

An **automated ticket assignment feature** will ensure even distribution, faster response, and higher customer satisfaction.

✓ Problem Statement PS 2:

As a **Support Agent**, I want a clear and manageable number of tickets assigned based on my capacity and skill, but the current system overloads certain agents and leaves others idle.

A **smart assignment system** will maintain fairness, reduce stress, and help me focus on delivering quality support.