

IDEATION PHASE

Problem Statement

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.

Challenges Faced:

- Tickets may be logged under the wrong category or subcategory.
- Lack of well-defined criteria for assigning tickets to agents or teams.
- Dependence on human discretion to assign tickets.
- Some agents may be overloaded while others are underutilized.

objective:

This solution aims to reduce delays in issue resolution, enhance customer satisfaction, and optimize resource utilization within the support department.