

Project Design Phase
Problem – Solution Fit Template

Date	2 November 2025
Team ID	NM2025TMID07850
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

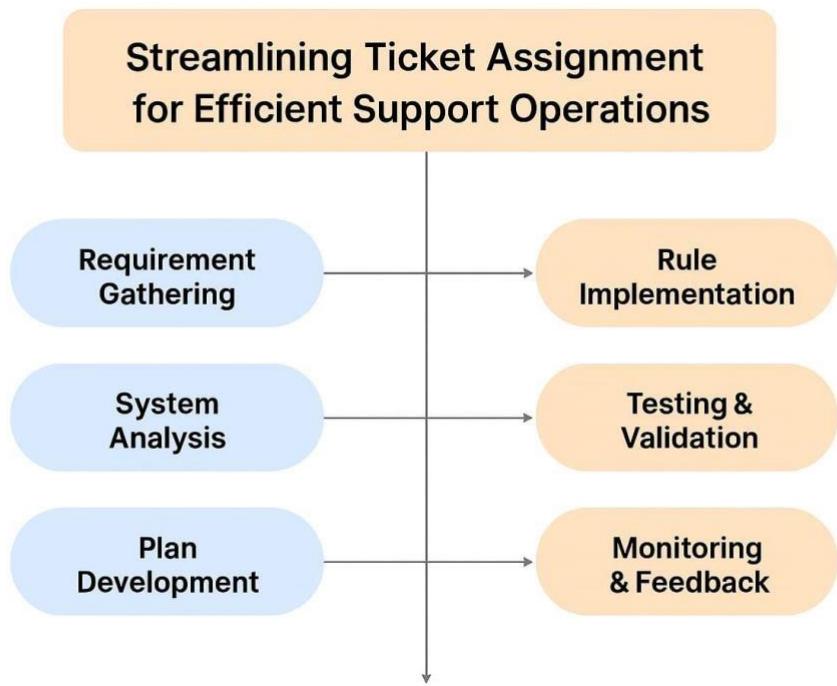
Problem – Solution Fit Template:

The Problem–Solution Fit ensures that you have clearly identified a real problem faced by users or organizations and designed a solution that effectively addresses it. This phase helps evaluate whether your approach is practical, scalable, and beneficial to your intended audience.

Purpose:

- Automate and optimize the ticket assignment process to minimize manual effort.
- Improve the response time and resolution rate for customer support issues.
- Ensure tickets are assigned to the most suitable agents based on skill, workload, and priority.
- Reduce operational inefficiencies and enhance customer satisfaction.
- Enable transparent tracking and analytics for support performance improvement.

Template:



The project “Streamlining Ticket Assignment for Efficient Support Operations” focuses on enhancing the efficiency of service management systems by introducing automation in ticket distribution. In many organizations, manual ticket assignment causes delays, workload imbalance, and inconsistent resolution quality.

By implementing an AI-driven or rule-based ticket routing mechanism, tickets can be automatically assigned to the most qualified and available agents. This approach reduces response time, increases productivity, and ensures fair workload distribution. Continuous monitoring and feedback loops further optimize the system’s accuracy and efficiency. Ultimately, this project empowers organizations to deliver faster, smarter, and more reliable customer support operations while maintaining transparency and accountability.