

## Ideation phase

### Brainstorm & Idea Prioritization

Date	02-11-2025
Team ID	NM2025TMID04283
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

#### **Streamlining Ticket Assignment for Efficient Support Operations:**

This project focuses on improving the efficiency of ticket assignment in IT support systems. In traditional workflows, tickets are often assigned manually, causing delays, uneven workloads, and slower response times.

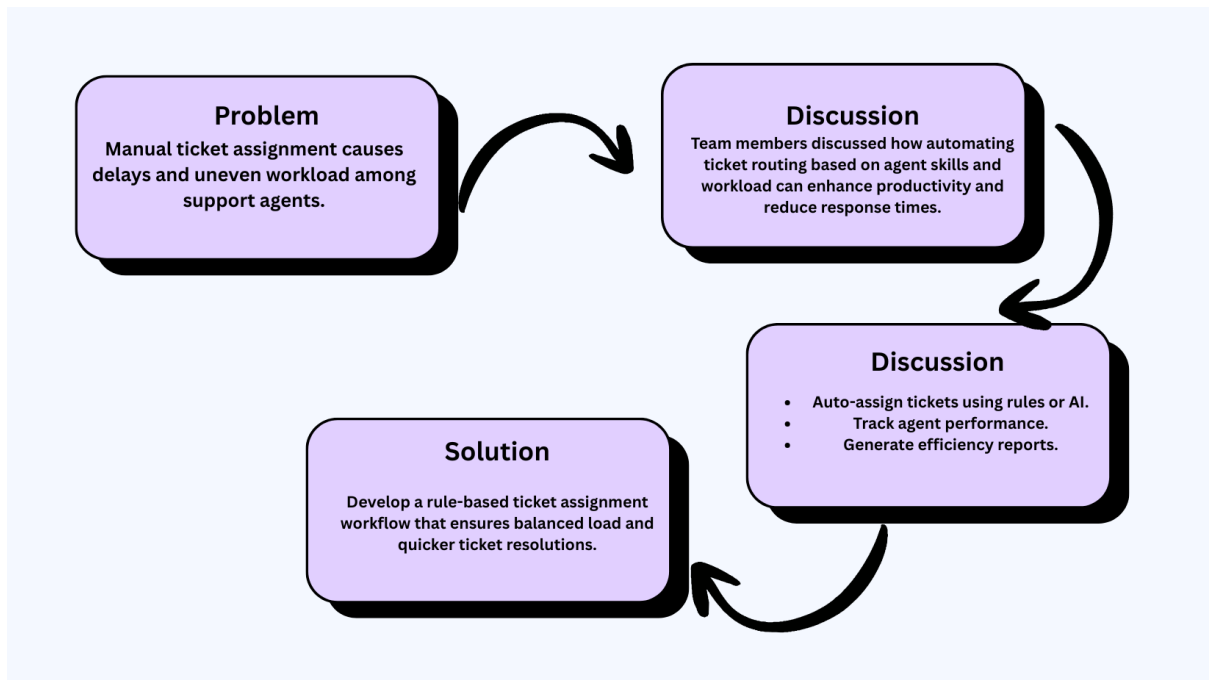
The solution aims to automate ticket assignment based on factors like *agent availability, skill set, priority level, and ticket category*. A business rule and workflow will be created in ServiceNow to auto-assign tickets intelligently to the right support engineer.

This ensures:

- Faster response to user issues
- Balanced workload among support staff
- Reduced manual errors and delays
- Improved customer satisfaction

The project will also include test scenarios to validate automated assignment accuracy and escalation handling.

## Step 1: Team Gathering, Collaboration, and Problem Statement Selection



## Step 2: Brainstorm, Idea Listing and Grouping:

### BRAINSTORM, IDEA LISTING AND GROUPING



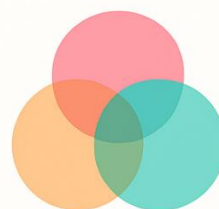
#### Brainstorm

Team members share ideas freely to explore solutions without judgment, encouraging creativity and participation.



#### Idea Listing

All ideas from the session are written down to capture every suggestion and ensure no input is overlooked.



#### Grouping

Similar ideas are organized into categories to identify patterns, highlight priorities, and simplify decision-making.



#### Action Planning

Chosen ideas are turned into clear steps with assigned responsibilities and timelines.

### Step 3: Idea Prioritization:



#### Idea Prioritization:

Idea prioritization helps refine and organize the most effective approaches for automating ticket handling. The main focus is to ensure that every support ticket is quickly assigned to the right agent based on skill, workload, and urgency. By prioritizing automation, the process minimizes manual effort, reduces human error, and improves customer satisfaction.

This structured approach separates key tasks like ticket routing, agent performance tracking, and report generation, making the workflow more efficient and transparent. Visual tools such as flowcharts and diagrams simplify understanding and communication among team members. Overall, idea prioritization strengthens project clarity, ensures faster response times, and enhances overall support efficiency.