Ideation Phase

Define the Problem Statements

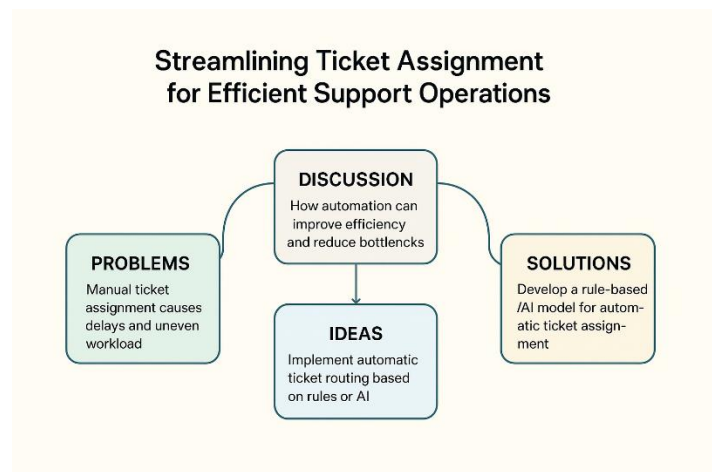| Date	02-11-2025
Team ID	NM2025TMID04283
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Customer Problem Statement:

Support teams face delays and inefficiencies in managing and assigning tickets manually. This causes uneven workload distribution, slower response times, and unsatisfied customers.

Agents often receive tickets unrelated to their expertise, while others remain overloaded or idle. As a result, issue resolution becomes inconsistent and service quality drops.

They need an automated system that intelligently assigns tickets to agents based on skill set, availability, and workload. Such a solution would ensure faster ticket handling, balanced team performance, and improved customer satisfaction.

This system will enhance operational efficiency, reduce human error, and promote transparency in the support workflow.

Streamlining Ticket Assignment
for Efficient Support Operations

DISCUSSION
How automation can improve efficiency and reduce bottlenecks

PROBLEMS
Manual ticket assignment causes delays and uneven workload

IDEAS
Implement automatic ticket routing based on rules or AI

SOLUTIONS
Develop a rule-based /AI model for automatic ticket assignment

Example:

Problem Statement (PS)	I am	I'm trying to	But	Because	Which makes me feel
PS -1	A support Agent	Manage and resolve assigned tickets efficiently	The tickets are not assigned properly	There is no automation to match tickets with skill or workload	Overwhelmed and frustrated
PS -2	A support Manager	Ensure even workload among agents	Some agents are overloaded while others have fewer tickets	The manual process lacks balance and transparency	Stressed and concerned about performance gaps

Problem Statement PS-1:

As a support agent, I'm trying to manage tickets efficiently, but they are not always assigned to me based on my skills or availability. This makes it difficult to prioritize my work and maintain quick response times. I need an automated way to receive tickets relevant to my expertise to perform effectively and reduce delays.

Problem Statement PS-2:

As a support manager, I want to ensure a balanced workload across my team, but manual assignment often leads to uneven distribution. Some agents get overloaded while others remain free. This creates inefficiency and affects customer satisfaction. I need a smart system that automatically assigns tickets fairly based on real-time data and agent performance.