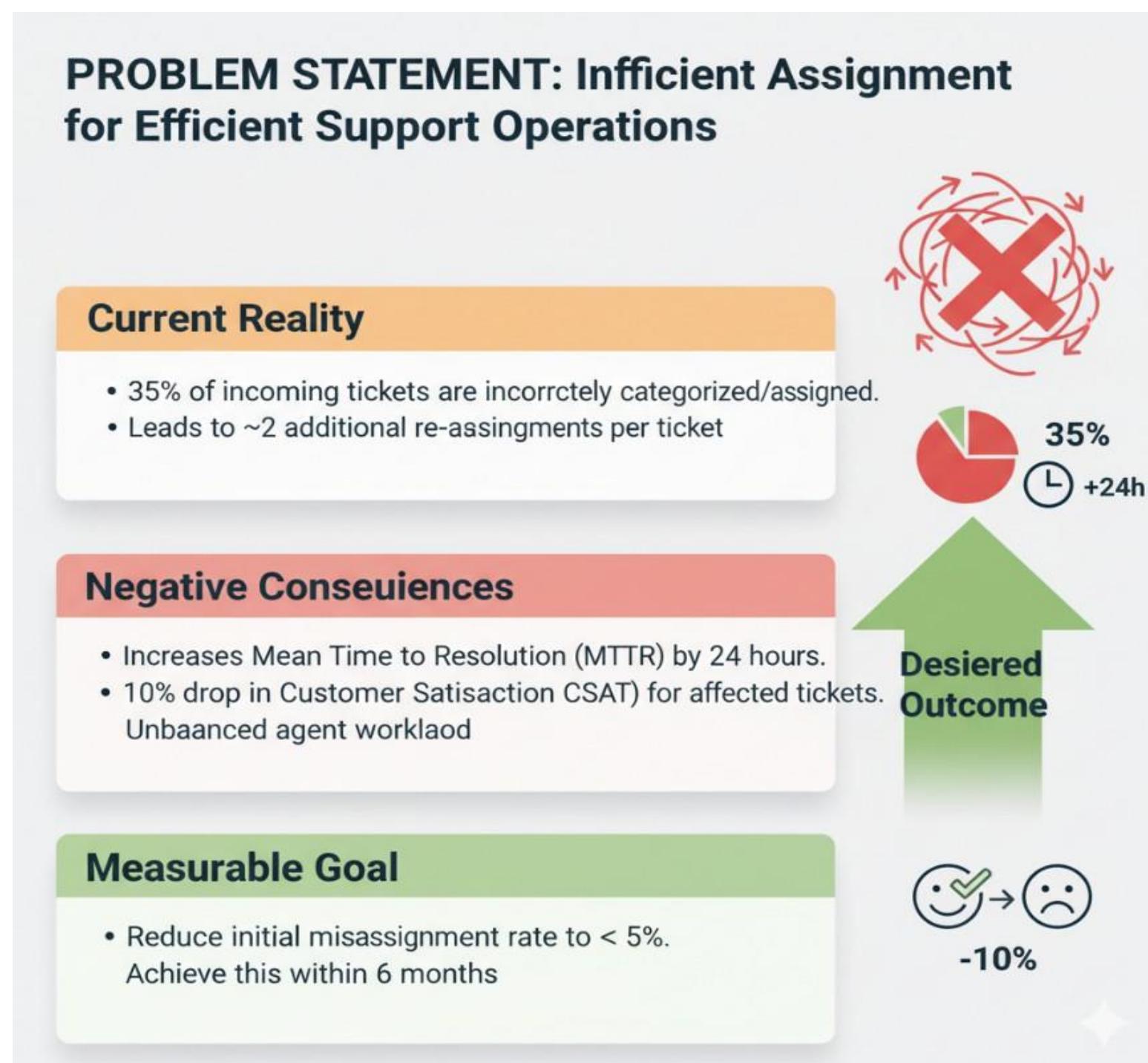


IDEATION PHASE

DEFINE THE PROBLEM STATEMENT

Team ID	NM2025TMID04990
Project Name	StreamliningTicketAssignment for efficient support operations

Defining the problem statement is the crucial first step in streamlining ticket assignment, as it frames the entire initiative and provides a clear target for improvement. This statement should precisely articulate the current undesirable situation, quantify its negative impacts, and set a measurable goal for resolution. For example, a common issue might be **inefficient initial ticket routing**, leading to tickets being frequently re-assigned, causing significant delays and frustration for both customers and agents. These re-assignments not only inflate resolution times but also create an unbalanced workload among agents, as complex tickets might languish while simpler ones are quickly resolved by the wrong team. A well-defined



problem statement, therefore, might highlight that "Currently, **35% of all incoming support tickets** are incorrectly categorized or assigned during initial triage, leading to an average of **two additional re-assignments per affected ticket** and increasing the overall Mean Time to Resolution (MTTR) by **24 hours**.

This inefficiency directly contributes to a **10% drop in our Customer Satisfaction (CSAT)** scores for the specific cases. Our objective is to **reduce the initial misassignment rate to under 5%** within the next six months." This kind of clarity ensures that all efforts in the subsequent phases are directed towards a common, measurable objective, providing a solid foundation for developing effective solutions.