

IDEATION PHASE

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| Team ID | NM2025TMID00191 |
| Project Name | Streamlining ticket assignment for efficient support operation |

Problem statement:

ABC Corporation, a leading technology company, was facing challenges with efficiently assigning support tickets to the appropriate teams. With a vast array of products and services, the support team found it increasingly difficult to manually route tickets to the right groups, leading to delays in issue resolution and customer dissatisfaction.

KEY CHALLENGES:

1. Lack of proper ticket categorization, leading to misrouting and delays.
2. Manual assignment bottlenecks that cause slow response times and uneven workloads.
3. Inconsistent workload distribution across support agents.
4. Limited agent skill matching, resulting in longer resolution times.
5. Insufficient use of automation and AI for intelligent ticket routing.
6. Scalability issues when handling growing ticket volumes and maintaining SLA compliance.

Objective:

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.

1. The system will quickly route tickets to the right teams, helping to solve issues faster and reduce waiting time.
2. It will improve customer satisfaction by ensuring that customers get faster and more accurate responses to their problems.
3. The automated system will help balance workloads among support teams, making better use of available staff and resources.