Ideation Phase
Brainstorm & Idea Prioritization Template
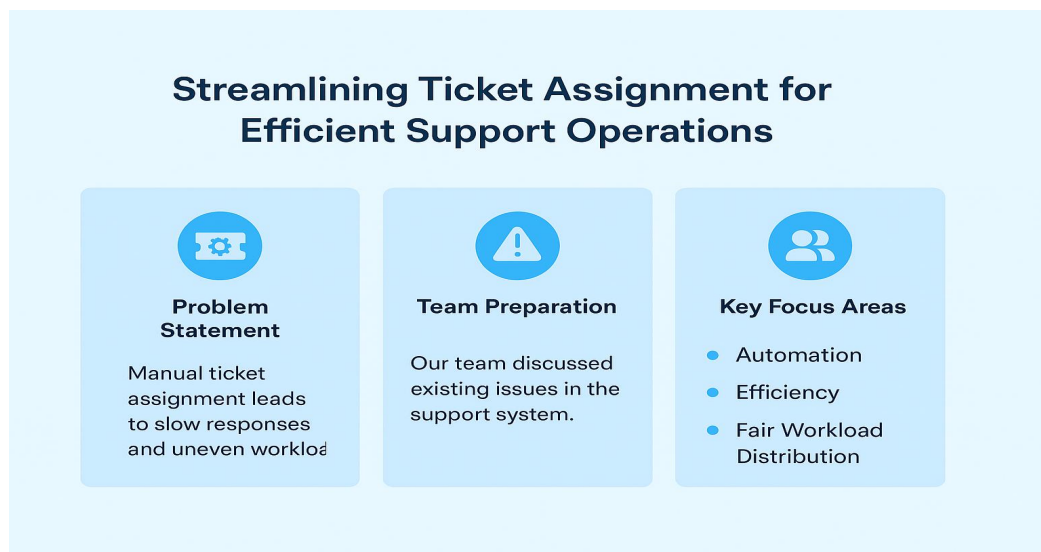
Date	02 November 2025
Team ID	NM2025TMID07661
Project Name	Streamlining Ticket Assignment for Efficient Support Operation
Maximum Marks	4 Marks

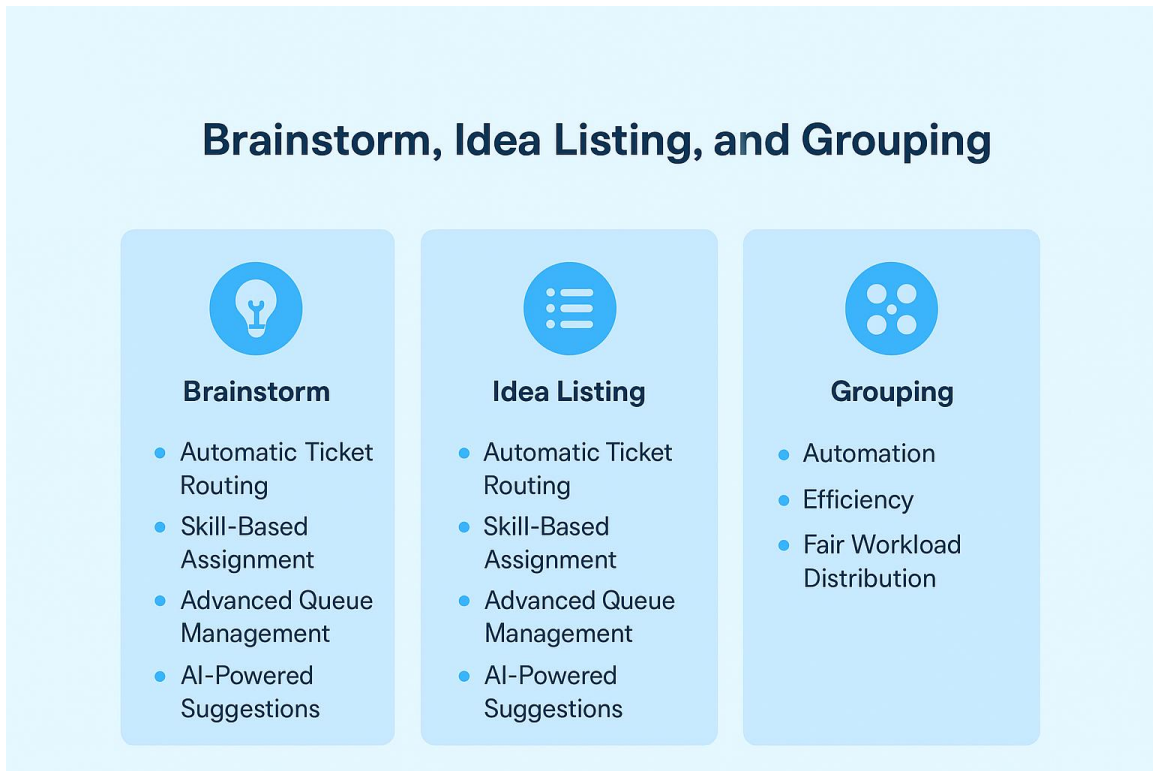## Brainstorm & Idea Prioritization Template:

Our team brainstormed ideas to improve the ticket assignment process and reduce delays in support operations. Everyone shared creative solutions to make task distribution faster and more balanced. After discussion, the best ideas were selected to build an efficient and automated system for support management.

Reference: Streamlining Ticket Assignment for Efficient Support Operations

Step-1: Team Gathering, Collaboration and Select the Problem Statement

Step-2: Brainstorm, Idea Listing and Grouping

Brainstorm, Idea Listing, and Grouping

Brainstorm

- Automatic Ticket Routing
- Skill-Based Assignment
- Advanced Queue Management
- AI-Powered Suggestions

Idea Listing

- Automatic Ticket Routing
- Skill-Based Assignment
- Advanced Queue Management
- AI-Powered Suggestions

Grouping

- Automation
- Efficiency
- Fair Workload Distribution

Step-3: Idea Prioritization

Manual ticket assignment leads to slow responses and uneven workload

Generate ideas

Automatic Ticket Routing

Skill-Based Assignment

Ticket Queue Optimization

Criteria

- Automation
- Efficiency
- Fair workload distribution