

Project Design Phase
Problem – Solution Fit Template

Date	02 November 2025
Team ID	NM2025TMID07661
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Key Challenges:

- Manual ticket assignment causes inefficiency.
- Difficulty in tracking workload among agents.
- High response and resolution time.
- Lack of automated prioritization.

Target Users:

Support teams and IT service management personnel who handle incoming tickets and incidents.

Solution Fit:

The solution automates ticket assignment by analyzing parameters such as ticket type, agent availability, and priority. This ensures quick response, fair workload distribution, and improved customer satisfaction.