Date	27 JUNE 2025
Team ID	LTVIP2025TMID60592
Project Name	STREAMLINING TICKET ASSIGNMENT FOR SUPPORT EFFICIENT OPERATIONS

## **ADVANTAGES AND DISADVANTAGES:**

Advantages

Advantage Description

Automation of Ticket Routing	Reduces manual triage effort by auto-
_	assigning tickets based on category,
	urgency, and configuration item.
🖰 Faster Response & Resolution	Speeds up the time between ticket
	creation and agent engagement, reducing
	SLA breaches.
₩ Balanced Workload Distribution	Helps evenly distribute tickets among
	agents based on capacity or availability.
Use of AI/ML (Predictive	Improves assignment accuracy over time
Intelligence)	by learning from historical data.
Reduced Operational Costs	Saves time and resources by minimizing
_ `	human errors and manual intervention.
Real-Time Monitoring & Reporting	Dashboards and performance analytics
	provide visibility into ticket flow and
	agent workload.
Improved Compliance & Auditability	Logs every assignment for traceability
	and compliance with internal processes.
User Satisfaction	Users receive faster service when their
	tickets are routed to the right team
	quickly.

## ---▲ Disadvantages

Disadvantage Description

♥ Initial Setup Complexity	Configuring assignment rules, flows, and decision tables requires upfront effort
	and expertise.

Dependence on Accurate Input Data	Incorrect or incomplete ticket fields can
	lead to misrouting or assignment failures.
💸 License Cost for AI Features	Predictive Intelligence and advanced
	capabilities may require additional
	licensing.
Ongoing Maintenance	Business rules and decision logic must be
	updated as teams, categories, or priorities
	change.
Risk of Over-Automation	Over-reliance on automation can reduce
	flexibility and human judgment in
	unique cases.
Misassignment Impact	If a ticket is incorrectly routed, it may
	delay resolution and frustrate the user.
Training Requirements	Staff must be trained to trust and use the
	system effectively, especially during
	transitions.