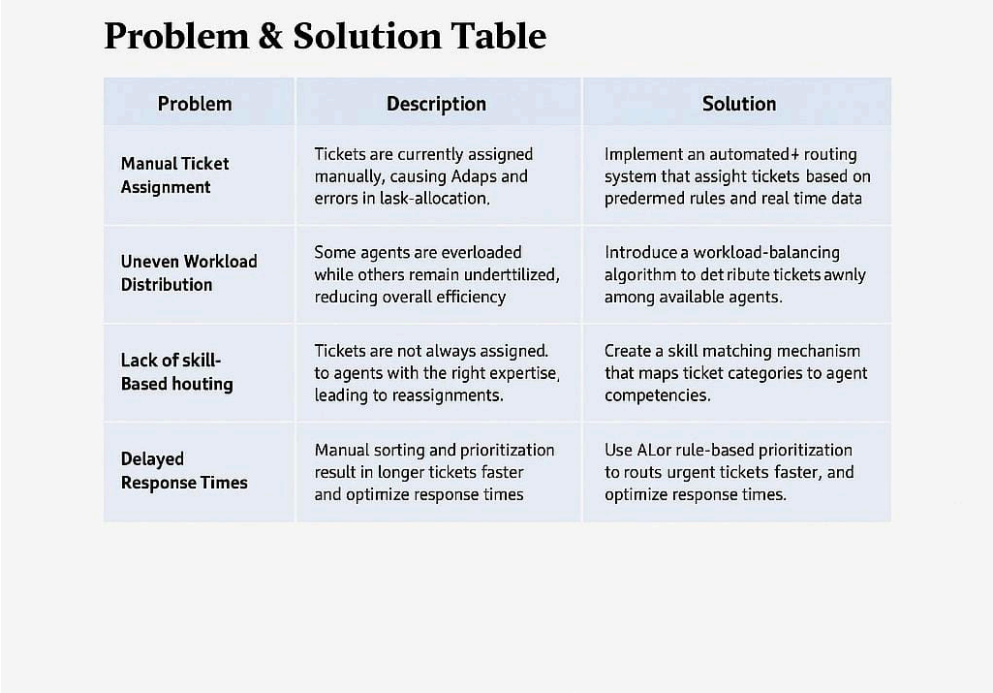
Date	30/10/2025
Team id	NM2025TMID07740
Project name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum mark	2 marks

Customer Problem Statement Template:



Problem & Solution Table

Problem	Description	Solution
Manual Ticket Assignment	Tickets are currently assigned manually, causing Adaps and errors in lask-allocation.	Implement an automated+ routing system that assight tickets based on predermed rules and real time data
Uneven Workload Distribution	Some agents are everloaded while others remain underttilized, reducing overall efficiency	Introduce a workload-balancing algorithm to det ribute tickets awnly among available agents.
Lack of skill-Based houting	Tickets are not always assigned. to agents with the right expertise, leading to reassignments.	Create a skill matching mechanism that maps ticket categories to agent competencies.
Delayed Response Times	Manual sorting and prioritization result in longer tickets faster and optimize response times	Use ALor rule-based prioritization to routs urgent tickets faster, and optimize response times.

Support teams face delays and inefficiencies due to the manual and inconsistent assignment of service tickets. Agents often receive tickets outside their area of expertise or experience uneven workloads, leading to longer resolution times and decreased customer satisfaction. The lack of an intelligent routing mechanism also causes confusion, duplicate work, and missed service-level targets.

They need a smart, automated system that can assign tickets based on agent availability, skill set, and ticket priority. Implementing such a solution would optimize task distribution, minimize human intervention, and ensure faster

response times. This improvement will enhance operational efficiency, service quality, and customer experience across the support process.

PROBLEM STATEMENT:

Problem	Description	Solution
Manual Ticket Assignment	Tickets are currently assigned manually, causing delays and errors in task allocation.	Implement an automated routing system that assigns tickets based on predefined rules and real-time data.
Uneven Workload Distribution	Some agents are overloaded while others remain underutilized, reducing overall efficiency.	Introduce a workload-balancing algorithm to distribute tickets evenly among available agents.
Lack of Skill-Based Routing	Tickets are not always assigned to agents with the right expertise, leading to reassignments and slower resolution.	Create a skill-matching mechanism that maps ticket categories to agent competencies.
Delayed Response Times	Manual sorting and prioritization result in longer ticket queues and slower service delivery.	Use AI or rule-based prioritization to route urgent tickets faster and optimize response times.
Limited Visibility & Tracking	Team leads lack visibility into real-time ticket flow and agent performance	Develop a live dashboard to monitor ticket distribution, status, and performance metrics.