Problem – Solution Fit
Template

Date	30 JUNE 2025
Team ID	LTVIP20255TMID31059
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Streamliining Ticket Aslġgn for Efficient Support

Requirement Gathering

identify support challenges and gather team input un infficiences in the current licker assignment process /

1

Plan Development

Create a routing engine and intelligent algorithms for automated liket prioriitua-tion.

2

Sustem Analysis

Tag tickets l-ased on urgency, cate-gence by type, and map agent skill

3

Rule Implementation

Develop assignment rules based n licket categories, prionify levels, and agent tixct concernis.

5

Testing & Validation

Evaluate intelligent routing engine and ticket prioritication **through urgencly** and impact.

4

Monitoring & Eeedback

Address bugs and gain user feedb-ack, retine-tale mechasies and achie-ve the solution.

5