

# Project Design Phase

## Problem – Solution Fit

Date	07 NOVEMBER 2025
Team ID	NM2025TMID09092
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

### Problem – Solution Fit Template:

Support operations frequently experience inefficiencies and inconsistencies in handling tickets due to unclear assignment processes and manual mismanagement of active incidents. These challenges contribute to longer resolution times, uneven workload distribution, and a decline in customer satisfaction.

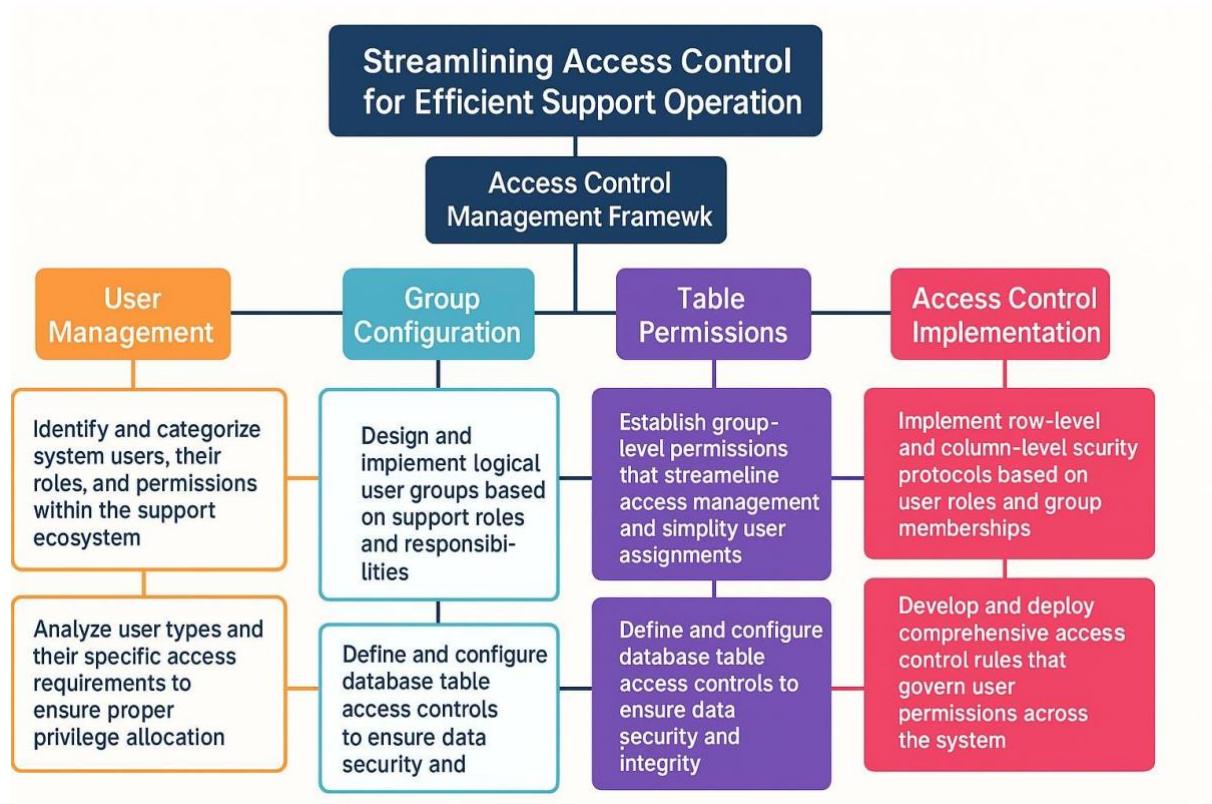
To resolve these issues, the project introduces an **automated ticket assignment system** that uses intelligent routing and built-in validation checks to prevent misallocation or accidental reassignment of active tickets. This approach ensures seamless ticket tracking and uninterrupted issue resolution.

By maintaining precise assignment records and reducing manual dependency, the system strengthens workflow accuracy, enhances team coordination, and improves overall service delivery. As a result, support teams can concentrate on resolving issues effectively, leading to optimized operations, faster turnaround times, and improved customer experience.

### Purpose:

- Eliminate inefficiencies in ticket routing and reduce delays in issue resolution.
- Prevent data inconsistencies and loss of historical records affecting accountability.
- Minimize manual intervention in reassignments and record reconstruction.
- Enhance user management reliability and ensure stable operations during account updates or clean-up processes.

**Flow chart:**



The project aims to implement an automated ticket routing and assignment system within ABC Corporation to enhance operational efficiency by directing support tickets to the most suitable teams or agents. Leveraging predefined rules, real-time data, and role-based workflows, the system ensures accurate and timely ticket distribution while minimizing manual intervention and resolution delays. It also incorporates continuous monitoring and feedback mechanisms to refine the routing process, ensuring adaptability to changing support requirements. This streamlined approach enables ABC Corporation to achieve improved productivity, faster issue resolution, and enhanced customer satisfaction through optimized support operations.