Project Design Phase

Problem solution fit template

Date	7.11.2025
Team ID	NM2025TMID00037
Project name	Streamlining ticket assignment for efficient support operation
Maximum mark	4

Problem solution fit template

The process of problem–solution fit in this project involves identifying the major challenges in the existing support ticket system, such as manual assignment, delayed responses, and uneven workload distribution among agents. After understanding these issues, the team analyzed their root causes and brainstormed possible solutions. Among the ideas, the most effective one was the development of an automated ticket assignment system that uses rule-based or AI-driven logic to assign tickets efficiently.

Process

1. **Identify the Core Problem:** Begin by analyzing the existing customer support workflow.
2. **Analyze Root Causes:** Break down the core problem into specific causes using tools like Fishbone Diagram or 5 Whys Analysis.
3. **Brainstorm Possible Solutions :**Conduct team brainstorming sessions to propose multiple solution ideas.
4. **Design the Solution :**Convert the chosen idea into a system design
5. **Document the Fit :** Record the Problem–Solution alignment in tabular and visual format.
6. **Implementation Preparation** : prepare to move the validated solution into the Implementation and Testing Phase.

Template

The solution was then designed with clear modules, data flow, and user interfaces. Finally, the proposed system was compared against the original problems to ensure it effectively addresses all operational inefficiencies, leading to faster response times, better workload balance, and improved customer satisfaction.

Problem–Solution Fit Process