Project Planning Phase

Project Planning Template

Date	7.11.25
Team ID	NM2025TMID00037
Project name	Streamlining ticket assignment for efficient support operation
Maximum mark	4

Project Planning Phase

The Project Planning Phase defines the roadmap, objectives, resources, and timelines required to develop and implement the system effectively. It ensures the project proceeds in an organized and time-bound manner with clear goals and deliverables.

1. Project Objectives

To design and develop an automated system that assigns tickets efficiently to the right agents.

To reduce manual work and improve response time in customer support.

To ensure balanced workload distribution among support agents.

To enhance transparency and tracking of customer queries.

2.Project Scope

The system will include:

Ticket creation and categorization.

Automated ticket assignment based on rules or AI.

Real-time tracking and dashboard for agents and admins.

3.Project Team Roles

- Project Manager
- System Analyst
- Developers
- Tester

4.Required Resources

Hardware: Computers, servers, and testing devices.

Software: IDE (VS Code), Database (MySQL/MongoDB), Power BI/Tableau for analytics.

Human Resources: Developers, testers, analysts, and project managers.

5.Expected Outcome

A fully functional automated ticket assignment system that optimizes support efficiency, improves agent productivity, and enhances customer satisfaction through faster and smarter ticket handling.