

## **Project Design Phase**

### **Proposed solution**

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

### **Proposed Solution**

To overcome the inefficiencies in manual ticket assignment, the proposed solution is to develop an Automated Ticket Assignment System that uses rule-based logic or AI-driven algorithms to assign customer support tickets efficiently.

The system will automatically analyze each incoming ticket based on priority, category, agent workload, and skill level, then assign it to the most suitable agent. This ensures quick response times and balanced workloads.

The design also includes an intuitive dashboard for support managers to monitor ticket flow, track agent performance, and manage escalations. Automated notifications and progress tracking features will keep both customers and agents informed throughout the resolution process.

### **Key Features**

1. Automatic Ticket Assignment – Assigns tickets to the right agent based on predefined criteria.
2. Priority Management – Urgent tickets are identified and handled first.
3. Workload Balancing – Distributes tickets evenly among agents.
4. Real-Time Tracking – Monitors ticket progress and agent activity.
5. Performance Analytics – Provides reports on response time and customer satisfaction.

### **Expected Benefits**

- Reduced response time
- Improved efficiency in support operations
- Balanced workload among agents
- Higher customer satisfaction