Project Design Phase

Solution Architecture

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

Solution Architecture

The Solution Architecture defines how different components of the system interact to achieve automated and efficient ticket assignment. It focuses on integrating data flow, automation logic, and user interfaces to streamline customer support operations.

Main Components

- User Interface (Frontend Layer)
- Application Logic Layer (Backend)
- Database Layer
- Automation & Analytics Module
- Notification System

Workflow Overview

Customer → Ticket Creation → System Analysis → Ticket Assignment → Agent Resolution → Tracking & Reporting

Solution Architecture

SOLUTION ARCHITECTURE
Streamlining Ticket Assignment for Efficient Support Opention