Project Design Phase
Problem – Solution Fit Template

Date	01 NOVEMBER 2025
Team ID	NM2025TMID07749
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

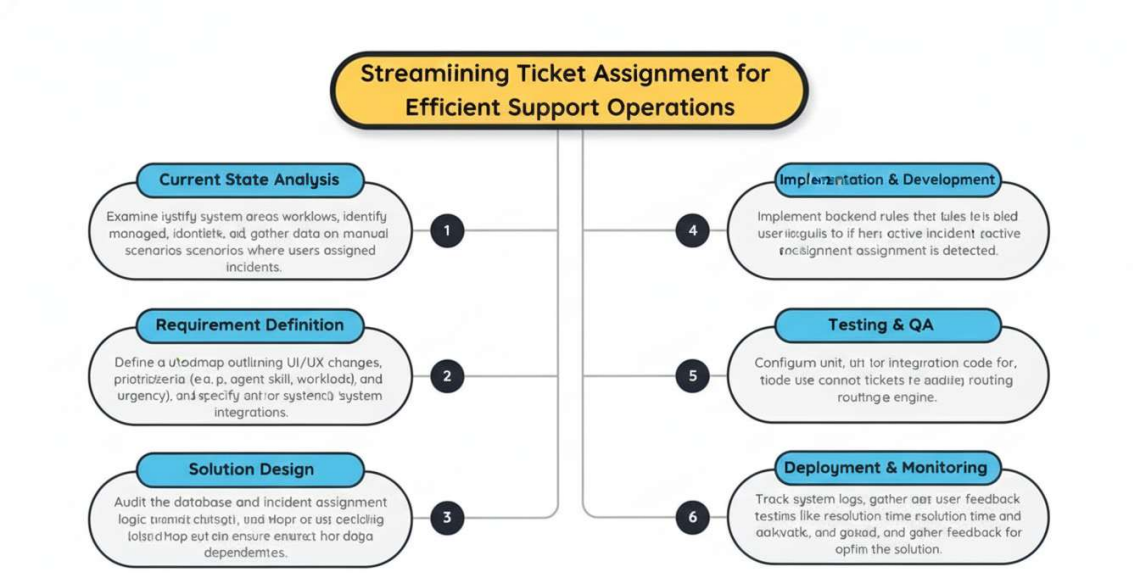
Problem – Solution Fit Template:

The **Problem–Solution Fit** ensures that the solution effectively addresses the real challenges faced by users. It validates that the proposed approach not only resolves existing inefficiencies but also aligns with user behaviour, operational goals, and organizational needs.

Purpose:

- ☆ Solve complex support management issues through automation and smart workload distribution.
- ☆ Improve efficiency and reduce response time by eliminating manual ticket assignment
- ☆ Increase adoption and satisfaction by aligning automation with existing workflows.
- ☆ Build trust and accountability through transparent ticket tracking and fair workload balancing.
- ☆ Enhance the overall quality and reliability of support operations for both agents and customers.

Template:



References:

1. https://www.ideahackers.network/problem-solution-fit-canvas/
2. https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe

The project **"Streamlining Ticket Assignment for Efficient Support Operations"** addresses key inefficiencies in traditional ticket management systems where manual assignment often leads to workload imbalance, delayed responses, and decreased service quality. By introducing an **automated, intelligent ticket assignment mechanism**, the system ensures tickets are routed to the most suitable and available agents based on factors like priority, skillset, and workload. This not only optimizes resource utilization but also enhances service delivery and customer satisfaction.

The solution incorporates **real-time monitoring, flow automation, and performance dashboards** to maintain transparency and operational control. With successful implementation, the project improves efficiency, reduces human error, and establishes a robust foundation for scalable, AI-assisted support management in enterprise environments.