

Ideation Phase

Brainstorm & Idea Prioritization

Template

Date	01 NOVEMBER 2025
Team ID	NM2025TMID07749
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Streamlining Ticket Assignment for Efficient Support Operations Template:

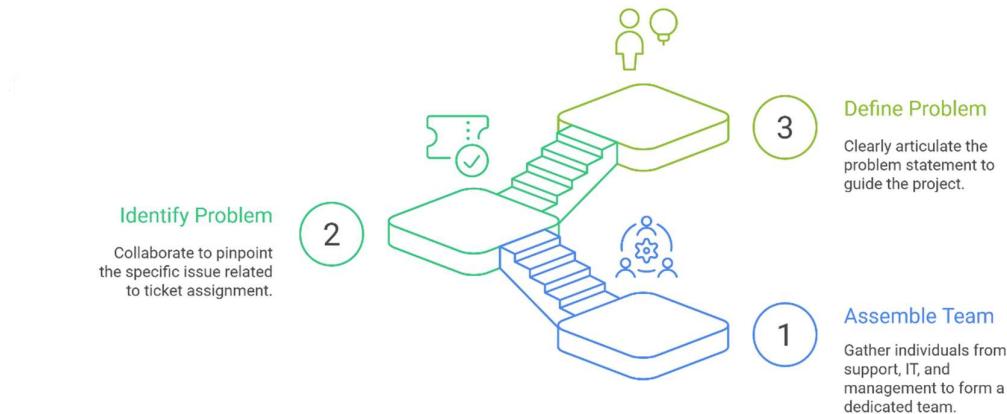
This guided project focuses on improving and automating the process of ticket assignment in support operations. The goal is to enhance response time, reduce workload imbalance, and ensure that tickets are efficiently allocated to the right support agents based on skill, availability, and priority level.

The process begins by analysing existing ticket workflows to identify inefficiencies such as manual assignment delays or uneven workload distribution. Automation logic or assignment rules are then designed to optimize ticket routing. A workflow is created to ensure that every incoming ticket is automatically assigned to the most suitable agent, minimizing response time and increasing overall service quality.

The project also includes test scenarios to validate the new workflow. First, sample tickets are generated to test automatic assignment based on different parameters like issue type, department, or urgency. Next, the system behaviour is tested to confirm that reassignment occurs smoothly when an agent is unavailable or overloaded. This ensures a streamlined support operation, improved customer satisfaction, and enhanced team productivity.

Step-1: Team Gathering, Collaboration and Select the Problem Statement:

Project Initiation Steps



Step-2: Brainstorm, Idea Listing and Grouping:

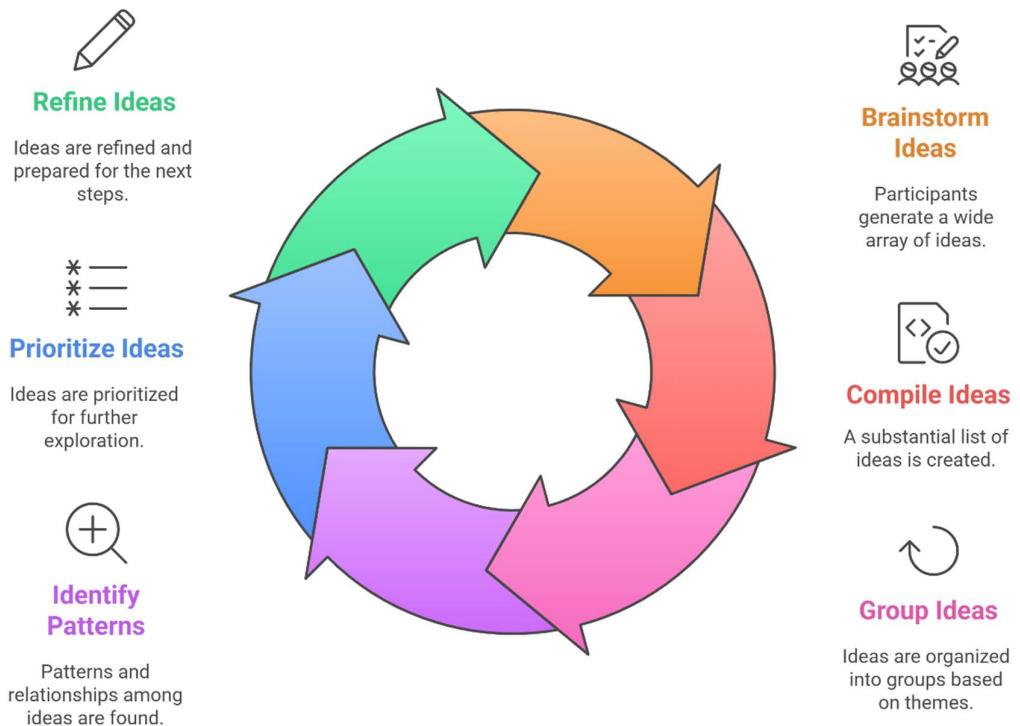


Fig2: Image that describes Brainstorm, Idea Listing and Grouping

Brainstorm:

Team members freely shared creative ideas to enhance ticket management efficiency. Suggestions included automation tools, intelligent routing algorithms, and skill-based ticket distribution methods to eliminate delays and confusion.

Idea Listing:

All potential solutions were documented, including assigning tickets based on skill, agent availability tracking, load balancing, priority-based routing, and integration with chatbots for first-level issue filtering.

Grouping:

Similar ideas were grouped into categories such as Automation Rules, Agent Management, Ticket Prioritization, and Monitoring & Reporting. This helped identify overlapping concepts and form a structured development approach.

Action Planning:

The best ideas were selected and converted into actionable steps with specific timelines and

responsibilities. Tasks were assigned for designing automation logic, integrating support workflows, and testing the efficiency of the ticket routing process.

Step-3: Idea Prioritization:

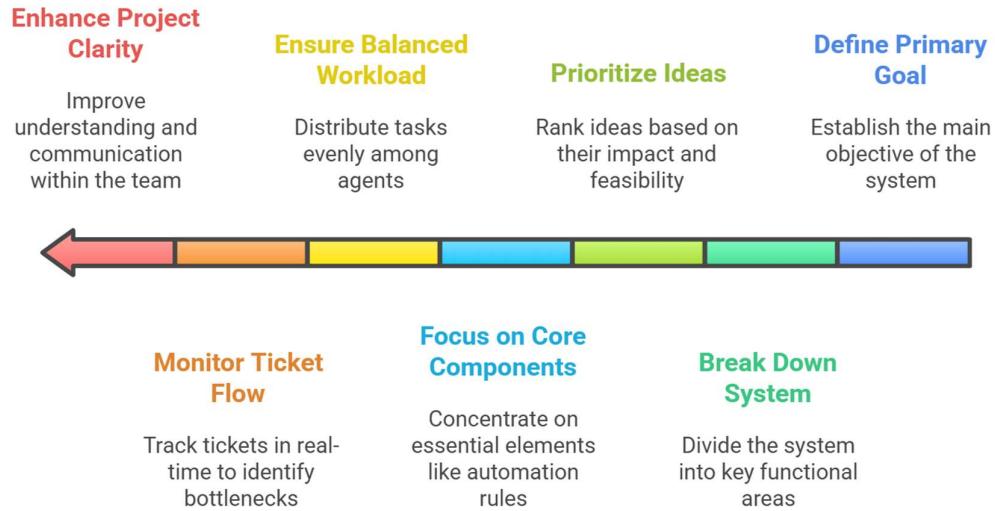


Fig3: Idea Prioritization for Automated Ticket Assignment

Idea Prioritization:

Idea prioritization helped the team break down the ticket assignment system into key functional areas. The main focus was automating and optimizing how tickets are assigned to agents for faster resolution. The prioritization process also emphasizes system reliability, scalability, and accountability across support teams. Using visual tools like process flowcharts and data maps helped clearly define each step of the workflow. Overall, idea prioritization enhanced project clarity, guided the technical design, and ensured efficient implementation of the ticket assignment system.