

TEAMID- LTVIP2025TMID31111

Streamlining Ticket Assignment for Efficient Support

Operations

4. Project Design Phase

The **Project Design Phase** is a critical stage in the initiative to streamline ticket assignment in support operations. This phase focuses on converting requirements and planning into a tangible design blueprint that outlines how the system will function, both technically and procedurally.

Objectives:

- Define workflows and ticket routing logic.
 - Create system architecture diagrams for ticketing and support integration.
 - Select tools or platforms for automation and queue management.
 - Ensure the design aligns with business goals and technical constraints.
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Key Activities:

1. Designing the Ticket Workflow:

- Identify how tickets will flow from creation to resolution.
- Map out the decision trees for auto-assignment based on criteria like priority, issue type, and agent availability.

2. Role-Based Assignment Rules:

- Define access levels and responsibilities for support roles (e.g., Tier 1, Tier 2, Technical, Billing).
- Create design rules for assigning tickets based on expertise and workload.

3. Automation Blueprint:

- Select automation tools (e.g., AI-based ticket categorization, rule-based triggers).
- Design integration points for automation engines with CRM or helpdesk platforms.

4. System Integration Design:

- Plan for integration with existing tools such as email, chatbots, CRM, or ITSM platforms.
- Ensure seamless data flow and ticket tracking between systems.

5. User Interface (UI) Prototyping:

- Develop mockups or wireframes of the support dashboard.
- Focus on usability and quick visibility of ticket statuses and queues.

6. Performance and Scalability Planning:

- Design for handling increased ticket volume without degradation in performance.
- Include fallback mechanisms and ticket rerouting strategies.

Outcomes:

- A comprehensive design document detailing workflows, tools, interfaces, and automation logic.
- Approved mockups or UI prototypes for the support ticket system.
- A scalable, technically viable blueprint ready for implementation in the next phase.