Brainstorm & Idea Prioritization Template:

Date	1 NOVEMBER 2025
Team ID	NM2025TMID00443
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

The project "Streamlining Ticket Assignment for Efficient Support Operations" aims to optimize the process of handling and assigning support tickets through automation, intelligent categorization, and workflow efficiency. During the brainstorming session, the team identified several challenges, including manual ticket assignment, uneven workload distribution among agents, delayed issue resolution, and lack of visibility in ticket progress tracking.
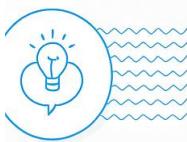
To address these challenges, various ideas were proposed, such as developing an automated ticket assignment system based on agent expertise and availability, implementing priority-based ticket routing, integrating real-time dashboards for performance tracking, and introducing an AI-powered categorization system to classify tickets accurately.

These ideas were prioritized based on their impact on operational efficiency and feasibility of implementation, with top priorities being the Automated Ticket Assignment Module, Priority-Based Routing System, Agent Dashboard, and AI Categorization Component.

The next steps involve defining specific use cases, configuring ServiceNow workflows, designing user interfaces for agents and administrators, implementing automation rules and AI models, and conducting testing to ensure accurate ticket routing and faster resolution.

The expected outcome is a streamlined, automated support management system that ensures faster response times, balanced workload distribution, improved customer satisfaction, and enhanced transparency across support operations.

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

streamlining ticket assignment for efficient support operations

Utilize this template to optimize ticket assignments within your team's support operations, enhancing productivity, and efficiently fackling tasks wit hether your team is nsite or remote.

10 minutes to prepare
1 hour to collaborate
2-9 people recommended

Before you colaborate

Utilize this template to optimize ticket assignment within your team's support operations enhancing productivity, and

🕐 10 minutes

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1 **Team assembly**
Define plam freds penicipants to send after mnd Invites. Allocdate you challenge as a how.

2 **Establish the objective**
Famillarize yourself with hel Bacilliizemen topic for an efficient and positive collaboration focus.

3 **Fanilarize yourselt with the facilitation tools**
Explore your Facilliator Superoerstopic topic for a efficient and

Open article →

Specify your problem statement

What problem are you alming to address? rticulate your challenge as a How Might We statement. This will become the focal point of your brainstorm.

🕐 6 minutes

PROVOIH

How might we licket assignment?

Key rules of brainstorming
To be a in amecil and productive sension

1 Suspend critique. 🖾 Encoutage wild, ideas.

3 Aspire for quarity. 🎤 Listen to others.

3 Encourage wild 👁 If possible, be visual.

Step-2: Brainstorm, Idea Listing and Grouping

vany.ideas that come to mind that address
ement.

③

Group Ideas
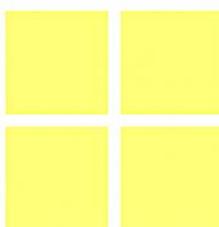
Take turns sharing your ideas while clustering
In the last 10 minutes, give each cluster a seai
If a cluster is bigger tan, i"and see if you can a

🕐 20 minutes

Yukesh   Faria   Person 4

dear
Bay Fod flzve
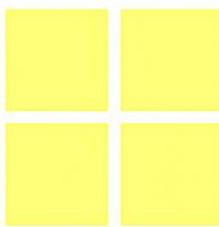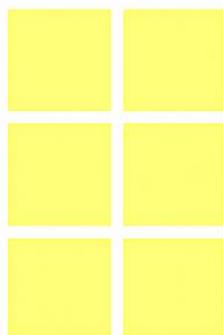
Person 5

Step-3: Idea Prioritization