

Ideation Phase

Define the Problem Statements

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

Customer Problem Statement Template:

Customer support teams often face challenges in efficiently managing and assigning large volumes of incoming tickets. Manual ticket assignment leads to delays, uneven workload distribution, and confusion regarding issue ownership, which ultimately results in poor customer satisfaction. Support managers struggle to prioritize tickets based on urgency, agent skill, and customer importance, causing inefficiencies and missed SLAs. These issues create frustration among team members and lead to burnout, as some agents become overloaded while others remain underutilized. Customers experience slower responses and inconsistent service quality, which negatively impacts their trust in the company. To address this, there is a need for a smart, automated ticket assignment system that can intelligently allocate tickets based on agent availability, expertise, and priority level. Such a system would improve workload balance, enhance transparency, and ensure faster response times, resulting in more efficient support operations and **higher customer satisfaction**.

Streamlining Ticket Assignment for Efficient Support Operations

I am	a support team lead managing multiple service requests daily, responsible for ensuring timely and accurate ticket handling
I'm trying to	reduce response times and assign tickets to the right agents based on their skills and workload
but	tickets often get misrouted or delayed due to manual assignment and lack of visibility into agent availability
because	the current process is not automated and doesn't leverage real-time data or intelligent routing rules
which makes me feel	frustrated and stressed, as customer satisfaction drops and team productivity suffers

Example

