

PROJECT DESIGN PHASE

PROPOSED SOLUTION

Date	07 NOV 2025
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Project name	Streamlining Ticket Assignment for Efficient Support Operations

Proposed solution template

S.No	Problem Area	Proposed Solution	Expected Outcome
1	Manual ticket assignment causes delays and uneven workload.	Implement an automated ticket routing system that assigns tickets based on agent skill, workload, and availability.	Reduced response time and balanced workload among support agents.
2	Lack of visibility into ticket status and assignment history.	Introduce a real-time dashboard showing ticket status, agent performance, and workload metrics.	Improved transparency and accountability in ticket handling.
3	Frequent ticket misassignments due to unclear categorization.	Use AI-based classification to analyze ticket content and automatically determine category and priority.	Accurate routing and faster ticket resolution.
4	Delays in manual escalations and reassignment processes.	Enable automated escalation workflows when tickets remain unresolved beyond SLA thresholds.	Timely escalations and higher customer satisfaction.
5	Difficulty tracking agent efficiency and workload distribution.	Implement performance analytics and reports for managers.	Data-driven performance evaluation and resource optimization.
6	Lack of integration between support tools and databases.	Develop API-based integration modules with ServiceNow, Jira, or Zendesk.	Seamless data exchange and unified support system.
7	Risk of data inconsistency and audit gaps.	Add audit trails and logging mechanisms for every ticket assignment and update.	Secure and compliant incident management process.

Conclusion

Mananal ultimoits the critical compensationfficient challenges lay sing intelligent algorithms to prioritize tickets based on agent skill, workload and availability. Automated assignment optimizes reapu-
tary contelliy and increases tt■inely resoiulition.
enhanling timely resolution of ticket progress
and metrics via dle llve dashboard for enha-
ncement audit trails and integration with re-
assuracy d algorithms to ensure timely resolution
af tickets according to optimal workload man-
agement.

The proposed solution introduces an **automated ticket assignment system** designed to enhance efficiency and accuracy in support operations.

Using **intelligent algorithms**, the system automatically routes incoming tickets to the most suitable agent or team based on **skill level, workload, ticket priority, and availability**.

This automation removes the need for manual ticket sorting, reduces human errors, and ensures that every issue is handled by the right expert at the right time.

By integrating **AI-based workload balancing** and **real-time tracking**, the system provides live dashboards that display ticket progress, team performance, and SLA compliance.

The automated assignment mechanism not only improves response and resolution times but also enhances **transparency, accountability, and service quality**.

It ensures that no agent is overloaded and that high-priority tickets are always addressed first.