

IDEATION PHASE

Define the Problem Statement

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Project name	Streamlining Ticket Assignment for Efficient Support Operations

Customer Problem Statement Template:

Problem & Solution Table

Problem	Description	Solution
Manual Ticket Assignment	Tickets are currently assigned manually, causing delays and errors in task-allocation.	Implement an automated + routing system that assigns tickets based on predefined rules and real time data
Uneven Workload Distribution	Some agents are overloaded while others remain underutilized, reducing overall efficiency	Introduce a workload-balancing algorithm to distribute tickets evenly among available agents.
Lack of skill-Based Routing	Tickets are not always assigned to agents with the right expertise, leading to reassignments.	Create a skill matching mechanism that maps ticket categories to agent competencies.
Delayed Response Times	Manual sorting and prioritization result in longer ticket processing times and optimize response times	Use AI or rule-based prioritization to route urgent tickets faster, and optimize response times.

Support teams face delays and inefficiencies due to the manual and inconsistent assignment of service tickets. Agents often receive tickets outside their area of expertise or experience uneven workloads, leading to longer resolution times and decreased customer satisfaction. The lack of an intelligent routing mechanism also causes confusion, duplicate work, and missed service-level targets.

They need a smart, automated system that can assign tickets based on agent availability, skill set, and ticket priority. Implementing such a solution would optimize task distribution, minimize human intervention, and ensure faster response times. This improvement will enhance operational efficiency, service quality, and customer experience across the support process.

Problem Statement PS-1 Explanation:

As a support agent, I am trying to assign customer issues to the right team as quickly as possible. However, the system currently requires manual routing for every ticket, which consumes time and increases the chance of misrouting. This causes delays in customer responses and uneven workloads among agents.

This limitation makes me feel frustrated and stressed, as I need to constantly check queues and reassign tickets.

I need a better way to automatically assign tickets using predefined rules and agent availability to reduce errors and improve service speed.

Problem Statement PS-2 Explanation:

As a team lead, I want to ensure that every agent has a manageable workload. However, the system doesn't distribute tickets evenly, which causes some agents to become overloaded while others are underutilized.

This imbalance slows down response times and reduces productivity. It also creates stress among agents who handle excessive workloads.

I need a workload-balancing feature that automatically assigns tickets based on each agent's availability and performance, ensuring fair and efficient task distribution.

Problem Statement PS-4 Explanation:

As a customer support supervisor, I want urgent customer issues to be handled immediately. However, due to manual ticket sorting, some high-priority tickets remain unnoticed in queues, causing delays in resolution.

This makes me anxious and under pressure, as missing SLAs affects our service reputation.

An AI-based prioritization and routing system would automatically detect and forward urgent issues to the right agents, ensuring timely responses and better customer satisfaction.