

IDEATION PHASE
Brainstorm & Idea Prioritization

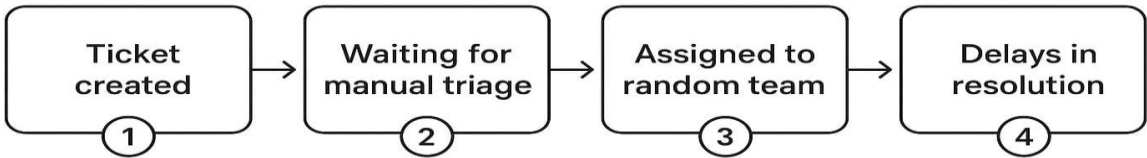
Date	07 NOV 2025
Team ID	NM2025TMID09101
Project Name	Streamlining ticket assignment for efficient support operation

Ideation Phase

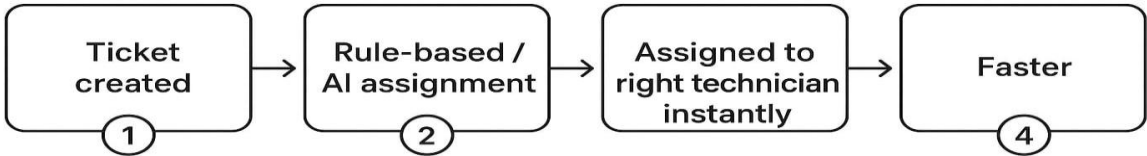
The Ideation Phase focused on generating innovative and practical solutions to improve the efficiency and accuracy of the ticket assignment process within the support operations workflow. Building upon the insights gathered during the problem identification and research phases, this stage aimed to explore multiple ideas that could address the key challenges—such as delayed response times, uneven workload distribution, and lack of automation in ticket routing.

Step 1: Team Gathering, Collaboration and Select the Problem statement

Current (Manual) Flow



Proposed (Automated) Flow



Step 2: Brainstorm, Idea Listing, Grouping

Step-2: Brainstorm, Idea Listing and Grouping

7

Brainstorm

Write down any ideas that come to mind that address your problem statement.

TIP You are select u pplay crindso the *Dj* sound, toled on stake reauty

The diagram illustrates eight individuals, each represented by a 2x2 grid of yellow sticky notes. The individuals are labeled as follows:

- Amar**: The top-left sticky note is labeled "Need".
- Yuktash**
- Person 3**
- Person 4**
- Person 5**
- Person 6**
- Person 7**
- Person 8**

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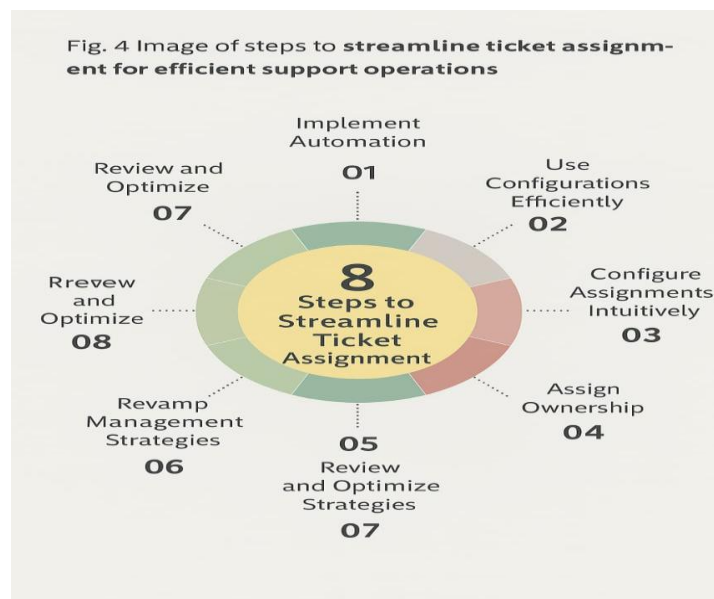
Group Ideas

Take turns sharing your ideas while clustering similar or related notes as you go. In the first 10 minutes, give each cluster a sentence like label. If a cluster is bigger than *steatickymotes*, my and see if you break it up into smaller sub-groups.

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Step 3 : Idea prioritization

Fig. 4 Image of steps to **streamline ticket assignment for efficient support operations**



During the idea prioritization stage of the *Streamlining Ticket Assignment for Efficient Support Operations* project, all proposed ideas were evaluated based on feasibility, impact, cost, and implementation time. Each concept—such as automated ticket classification, intelligent routing, and workload balancing—was scored using a prioritization matrix. The team focused on selecting ideas that offered maximum efficiency gains with minimal complexity. After analysis and group discussions, the intelligent routing algorithm and automated classification system were identified as top priorities. These ideas were chosen for their potential to significantly reduce response times and optimize support workflows.