Ideation Phase
Define the Problem Statements

Date	30 June 2025
Team ID	LTVIP2025TMID30150
Project Name	Streamlining Ticket Assignment for Efficient Project Management
Maximum Marks	2 Marks

Customer Problem Statement Template:

A problem statement helps clarify the pain points from a user or stakeholder's perspective. For this project, it helps us understand the friction faced by various roles (e.g., project managers, IT staff) when dealing with inefficient ticket assignment systems in ServiceNow

Reference: https://miro.com/templates/customer-problem-statement/

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	**I am** a project manager overseeing multiple development teams.	Ensure that support tickets are assigned efficiently and equitably across teams.	The current manual or static assignment system leads to delays,	It lacks real-time analysis of workload, expertise, or ticket urgency.	Frustrated and ineffective in meeting deadlines and SLAs.

			overloads, and reassignments.		
PS-2	A ServiceNow administrator.	Configure an automated ticket routing mechanism that reduces human intervention.	The existing rule setup lacks flexibility and adaptability.	It's rule-based without support for machine learning or dynamic load balancing.	Limited in improving platform efficiency and user satisfaction.