Ideation Phase

Brainstorm & Idea Prioritization

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Team ID: NM2025TMID09193
Project Name: Streamlining Ticket Assignment for Efficient Support Operation

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Streamlining Ticket Assignment for Efficient Support Operations

This guided project demonstrates how to automate ticket routing within a support system.
It begins by setting up a workflow to detect ticket types and dynamically assign them to the appropriate support team.
Automation ensures prompt ticket handling, balanced workload distribution, and improved response times.
The process includes validation scenarios to confirm that tickets are routed based on category, urgency, and agent availability.
This ensures efficiency, customer satisfaction, and optimal resource usage within the organization.

Step-1: Team Gathering, Collaboration, and Select the Problem Statement
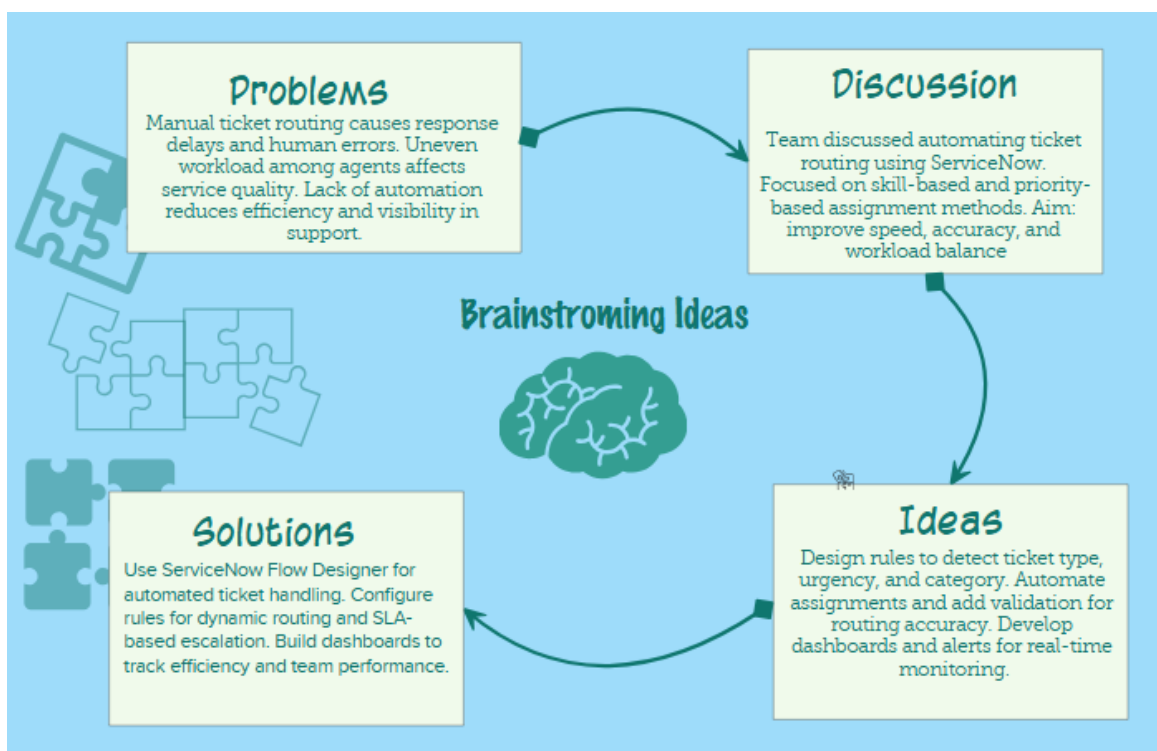
During this stage, the team collaborated to identify key challenges in current support operations.

After discussion, the main issue selected was manual ticket routing delays.

The team proposed developing an automated assignment mechanism to streamline the process and enhance support efficiency.

Step-2: Brainstorm, Idea Listing, and Grouping

Team members brainstormed ideas for automation methods, including skill-based routing, AI-driven prioritization, and workload balancing.

All ideas were documented and grouped into categories like efficiency, accuracy, and scalability.

This process helped identify the best solutions and build a practical action plan for implementation.
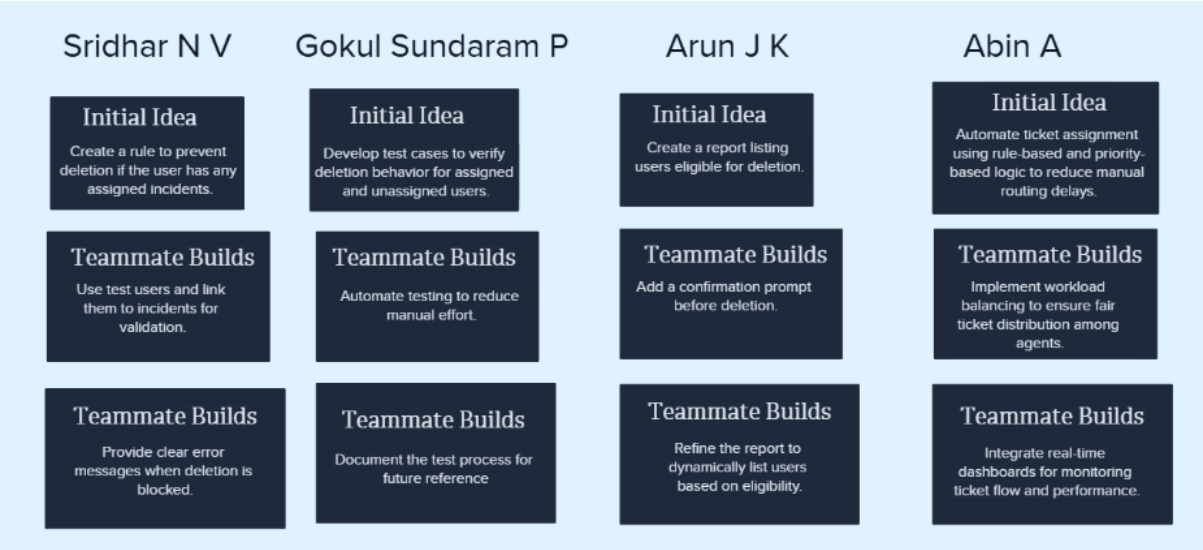
Fig2: Image that describes the work done by teammates.

Step-3: Idea Prioritization

Idea prioritization allowed the team to focus on high-impact components first.

The priority tasks included developing assignment logic, configuring automation rules, and creating monitoring dashboards.

This structure simplified project planning, testing, and deployment.

Visual diagrams and flowcharts can help illustrate ticket flow and escalation paths for better understanding among stakeholders.

TICKET ROUTING WORKFLOW

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Fig3: Image of steps to automate ticket routing.