

Ideation Phase

Define the Problem Statements

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Team ID: NM2025TMID09193

Project Name: Streamlining Ticket Assignment for Efficient Support Operations

Customer Problem Statement

Support teams face delays and uneven workload distribution due to manual ticket assignment processes.

This leads to prolonged resolution times and increased customer dissatisfaction.

There is a need for an automated system to route tickets efficiently based on priority and agent availability,

ensuring balanced workload and faster issue resolution.



Fig 1: Support agents analysing ticket assignment challenges.

Problem Statements

Problem ID	Description	Proposed Solution
PS-1	As a support agent , I try to resolve customer tickets quickly, but many tickets go to the wrong team or remain	Create a system that automatically sends each ticket to the correct team

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	unassigned. This wastes time and makes it harder to solve issues fast.	based on the type of issue and team availability.
PS-2	As a team manager , I notice that some agents get too many tickets while others get very few. This uneven workload causes delays and affects team performance.	Build a system that distributes tickets fairly among all agents and alerts the manager if any ticket is left unassigned or pending.
PS-3	As a customer , I often wait too long for my ticket to be assigned and resolved. This makes me feel that the support service is slow.	Set up a faster ticket handling process that sorts and assigns tickets as soon as they are created.
PS-4	As a system administrator , it takes a lot of time to manually update team assignments and user information. Mistakes can happen easily.	Develop a process that keeps user and team details updated automatically to reduce manual work and errors.
PS-5	As an operations manager , I find it hard to track ticket progress and agent performance without detailed reports.	Add a dashboard that shows ticket status, team workload, and performance reports in one place.
PS-6	As a support lead , important or urgent tickets are sometimes missed or not handled on time.	Include a notification system that warns managers and agents about urgent or delayed tickets.
PS-7	As a quality analyst , I cannot easily check how many tickets were reassigned or if they were sent to the wrong person.	Keep a record of all ticket movements so that assignment errors can be reviewed and improved later.

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Support Agent	Assign a ticket quickly and accurately	The tickets are often routed to the wrong teams	The system lacks automation or skill-based routing	Frustrated and less productive
PS-2	A Team Manager	Ensure workload is balanced across the team	Some agents are overloaded while others are idle	The system doesn't provide intelligent workload distribution	Concerned about efficiency and fairness

Problem Statement PS-1

As a support agent, I am trying to resolve customer tickets as fast as possible, but tickets are often misrouted to incorrect teams or left unassigned.

This makes me feel frustrated and less productive, as I spend time forwarding tickets instead of resolving them.

I need a system that automatically assigns tickets to the correct teams based on skill set and workload, so I can focus on actual problem-solving.

Problem Statement PS-2

As a team manager, I want to ensure that ticket distribution among support agents is fair and efficient.

However, due to the lack of an automated routing mechanism, some agents become overloaded while others remain underutilized.

This imbalance affects performance and team morale.

I need an intelligent ticket assignment system that evenly distributes workload and alerts me about unassigned or critical tickets in real-time.

Automated Ticket Routing Workflow



Fig 2: Automated Ticket Routing Workflow