

Ideation Phase

TEAM ID:- LTVIP2025TMID30113

PROJECT NAME:- Streamlining Ticket Assignment For Efficient Support Operations

INTRODUCTION

Problem

At ABC Corporation, support tickets are currently assigned to teams through a manual process. This method often leads to delays, mistakes in ticket routing, and uneven distribution of workload among support staff. As a result, customer issues may take longer to resolve, which can negatively affect service quality and customer satisfaction. This absence of an automated ticket assignment system also makes it difficult to monitor performance and utilize resources effectively. To overcome these challenges, there is a need to develop a system that automatically assigns tickets to the appropriate team based on predefined rules such as issue category, urgency, and team specialization.

User story

As a support agent at ABC Corporation, I want tickets to be automatically assigned to the appropriate team, so that I can focus on resolving issues without spending time identifying who

should handle each ticket, and ensure customers get quicker responses and better service.

Project Objective

The objective of this initiative is to implement an automated system for ticket routing at ABC Corporation, aimed at improving operational efficiency by accurately assigning support tickets to the appropriate teams. This solution aims to reduce delays in issue resolution, enhance customer satisfaction, and optimize resources utilization within the support department.

Challenges

1. Inconsistent Ticket Categorization:

Support tickets may not always be clearly categorized, making it harder for the automation system to decide the correct team.

2. Lack of Real-Time Team Availability Data:

Without up-to-date information on which teams or agents are available, even an automated system may assign tickets inefficiently.

3. System Configuration Errors:

Misconfigured rules or logic in the assignment system can cause tickets to be routed to the wrong team or remain unassigned.

4. User Training and Adoption:

Support staff may need training to adapt to the new automated process and trust the system's accuracy.

5. Performance Tracking:

Measuring the impact of automated ticket assignment on resolution time and customer satisfaction requires careful monitoring and analysis

6. Securing and Role Permissions:

Ensuring that only authorized users can view or modify assignment rules and ticket data is critical to maintain system integrity.

Benefits of Project:

1. Faster Ticket Resolution:

Automated routing ensures tickets reach the right team instantly, reducing response and resolution times.

2. Improved Customer Satisfaction:

Timely handling of issues leads to better service and increased customer trust.

3. Reduced Manual Effort:

Minimizing human involvement in ticket assignment allows support staff to focus on solving issues instead of managing tasks.

4. Better Resource Utilization:

Assignments based on team expertise and workload help balance tasks across the support teams effectively.

5. Consistency in Assignment:

Predefined rules ensure that similar issues are always assigned to the most suitable teams, improving accuracy and fairness.

6. Enhanced Reporting and Tracking:

With automated systems, it becomes easier to track ticket flow, identify bottlenecks, and generate useful performance insights.

7. Scalability for Growing Operations:

As the volume of tickets increases, the automated system can handle assignments without additional staffing.