

Project Design Phase

Proposed Solution Template

Date	21 February 2026
Team ID	LTVIP2026TMIDS25010
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Proposed Solution Template:

Project team shall fill the following information in the proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Support teams often face delays and inefficiencies due to manual or rule-based ticket assignment. This results in uneven workload distribution, longer resolution times, and reduced customer satisfaction.
1.	Idea / Solution description	The proposed solution is an intelligent ticket assignment system that automatically assigns tickets to the most suitable support agent based on skill set, availability, workload, priority, and historical performance using AI/ML techniques.
1.	Novelty / Uniqueness	Unlike traditional static assignment methods, this solution uses real-time data and machine learning to continuously improve assignment accuracy, ensuring balanced workloads and faster resolutions.
1.	Social Impact / Customer Satisfaction	Faster ticket resolution improves customer experience and trust. Agents experience reduced stress through balanced task distribution, leading to improved productivity and overall service quality.
1.	Business Model (Revenue Model)	The system can follow a subscription-based SaaS model for organizations, with pricing based on number of agents, ticket volume, or enterprise licensing. Additional revenue can come from analytics and premium AI features.
1.	Scalability of the Solution	The solution is scalable across multiple departments and industries and can integrate with existing ticketing platforms. Cloud deployment allows handling increasing ticket volumes efficiently.

