

PROJECT DESIGN PHASE

PROPOSED SOLUTION

Date	02 NOVEMBER 2025
Team ID	NM2025TMID01377
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Mark	2 Marks

Proposed solution template

S.No	Problem Area	Proposed Solution	Expected Outcome
1	Manual ticket assignment causes delays and uneven workload.	Implement an automated ticket routing system that assigns tickets based on agent skill, workload, and availability.	Reduced response time and balanced workload among support agents.
2	Lack of visibility into ticket status and assignment history.	Introduce a real-time dashboard showing ticket status, agent performance, and workload metrics.	Improved transparency and accountability in ticket handling.
3	Frequent ticket misassignments due to unclear categorization.	Use AI-based classification to analyze ticket content and automatically determine category and priority.	Accurate routing and faster ticket resolution.
4	Delays in manual escalations and reassignment processes.	Enable automated escalation workflows when tickets remain unresolved beyond SLA thresholds.	Timely escalations and higher customer satisfaction.
5	Difficulty tracking agent efficiency and workload distribution.	Implement performance analytics and reports for managers.	Data-driven performance evaluation and resource optimization.
6	Lack of integration between support tools and databases.	Develop API-based integration modules with ServiceNow, Jira, or Zendesk.	Seamless data exchange and unified support system.
7	Risk of data inconsistency and audit gaps.	Add audit trails and logging mechanisms for every ticket assignment and update.	Secure and compliant incident management process.

Conclusion

Mananail utilmoits the critical compensactionfficient challenges lay sing intelligent algorithms to prioritize tickets based on agent skill, workload and avall-ability. Automated assignment oplimnizes reapu-tary contelliy and increases tt inely resoiiultion. ennhanling timely resolution of ticket progress and metrics via dle llve dashboard for enha-ncement audit trails and integration with re-assuracy d algorithms to ensure timely resolution af tickets according to optimal workload man-agement.

