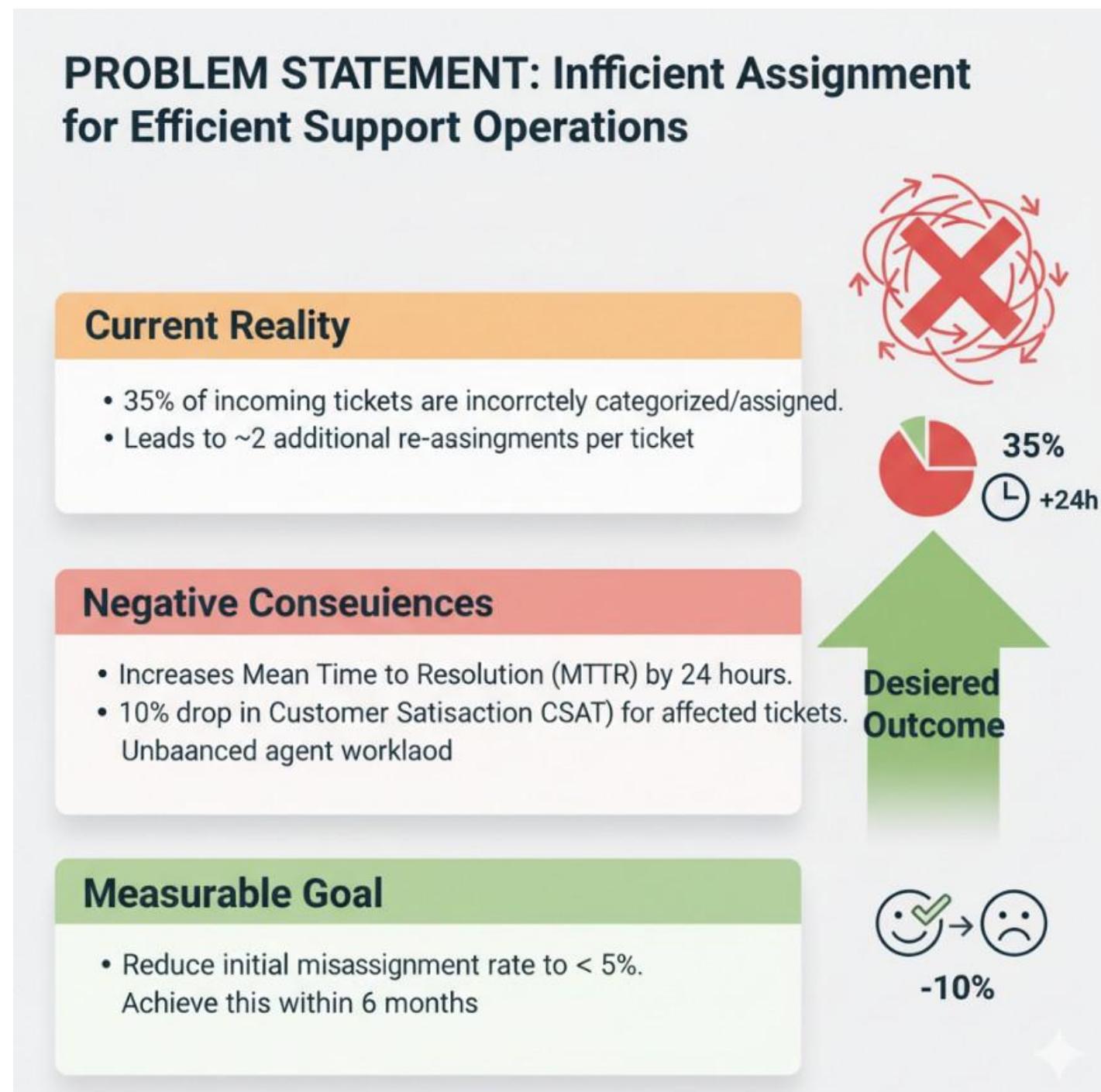


IDEATION PHASE

DEFINE THE PROBLEM STATEMENTS

Date	02 NOV 2025
Team ID	NM2025TMID06943
Project Name	Streamlining Ticket Assignment for efficient support operations
Maximum mark	2 marks

Defining the problem statement is a vital first step in optimizing ticket assignment, as it establishes the foundation for the entire improvement process and sets a clear objective. The statement should accurately describe the existing inefficiencies, quantify their adverse effects, and outline a measurable goal for improvement. For instance, a common challenge is the ineffective initial routing of tickets, which often results in multiple re-assessments. This leads to prolonged resolution times and frustration for both customers and support agents. Such re-assessments not only delay issue resolution but also cause workload imbalances among agents—where complex tickets may remain unresolved while simpler ones are handled quickly by the wrong teams. A clearly defined problem statement ensures focused efforts toward eliminating these inefficiencies and achieving faster, fairer ticket management.



Currently, 35% of all incoming support tickets are incorrectly categorized or assigned during the initial triage stage. This misclassification results in an average of two additional re-assignments per affected ticket, thereby increasing the overall Mean Time to Resolution (MTTR) by approximately 24 hours. The inefficiency not only delays customer issue resolution but also contributes to agent frustration and uneven workload distribution."

This inefficiency directly contributes to a **10% drop in our Customer Satisfaction (CSAT)** scores for these specific cases. Our objective is to **reduce the initial misassignment rate to under 5%** within the next six months. This kind of clarity ensures that all efforts in the subsequent phases are directed towards a common, measurable objective, providing a solid foundation for developing effective solutions.