

PROJECT DESIGN PHASE

PROBLEM SOLUTION FIT

Date	02 NOV 2025
Team ID	NM2025TMID06943
Project Name	Streamlining Ticket Assignment for efficient support operations
Maximum mark	4 marks

The **Project Design Phase**, with a focus on **Problem–Solution Fit**, serves as the bridge between the insights gathered during the *Empathize & Discover* phase and the development of tangible, effective solutions for streamlining ticket assignment. In this stage, the goal is to translate research findings into well-defined solution concepts that directly target the root causes of inefficiency—ensuring that proposed interventions genuinely resolve the identified pain points rather than merely masking their symptoms.

For example, if the core issue identified is that *tickets are frequently assigned to agents lacking specific product expertise*, the design phase would explore targeted solutions such as:

- Implementing **robust skill-based routing** mechanisms.
- Developing a **dynamic agent skill matrix** to enhance assignment precision.
- Integrating **machine learning models** for intelligent ticket categorization prior to assignment.

Each proposed solution is then **evaluated rigorously** against the original problem statement metrics, ensuring alignment with agent workflows, technical feasibility, and user adoption potential. This phase is inherently **iterative**, often involving the creation of **low-fidelity prototypes**—such as interface mock-ups, routing flowcharts, or process diagrams—followed by **feedback sessions with support agents**. These sessions validate usability, efficiency, and real-world applicability from the people most impacted by the process.

Ultimately, the Project Design Phase aims to establish a **strong problem–solution fit**, where every design element directly mitigates the inefficiencies uncovered earlier. The outcome is a thoroughly vetted, user-informed solution ready to advance confidently into the **development and implementation phase**.

PROJECT DESIGN PHASE: Streamlining Ticket Assignment

1. Identify Core Problems (from Discovery)

✗ High Reassignment Rate

✗ Skill Mismatch/Wrong Agent

✗ Slow Triage Time

✗ Unbalanced Agent Workload

2. Ideate & Design Solutions

💡 Robust Skill-Based Routing

🧠 Automated Keyword Triage AI

🤖 ML Severity/Topic Tagging

⟳ Iterative Design Process

Low-Fidelity Prototyping
(Mock-ups, Flowcharts
(Usability

Internal Agent Feedback
Feedback Sessions
(Usability)

3. Evaluate & Refine (Achieve Fit)



Criteria for Success:

- ⌚ Directly Solves Problem?
- ⌚ Tech Feasibility?
- 👤 Agent Adoption/Intuitive?
- 📊 Meets KPIs (e.g. MTTR, CSAT)?

STRONG PROBLEM-SOLUTION-FIT!

READY FOR
DEVELOPMENT

