

Project Design Phase Problem - Solution Fit

Date	01 NOVEMBER 2025
Team ID	NM2025TMID02349
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Problem - Solution Fit Template:

Support teams often face inefficiencies and disruptions in ticket management due to unclear assignment processes and accidental mishandling of active incidents. These challenges lead to delayed resolutions, misallocated resources, and reduced productivity. To address this, we implemented an automated system that streamlines ticket assignment by introducing intelligent safeguards. This system prevents the accidental deletion or reassignment of users linked to active tickets, ensuring continuity in issue resolution. By maintaining accurate assignment records and eliminating manual errors, the solution enhances workflow reliability, reduces administrative overhead, and accelerates response times. The result is a more efficient support operation, where teams can focus on resolving issues rather than managing procedural gaps, ultimately improving service delivery and customer satisfaction.

Purpose:

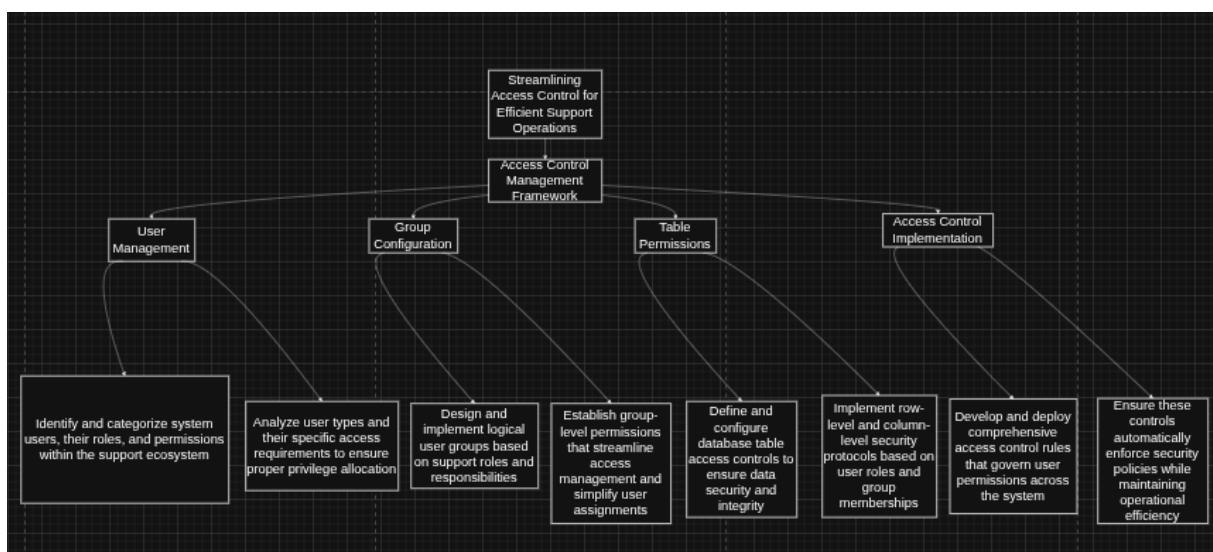
Broken assignment workflows, causing ticket reassignment delays and resolution slowdowns

Loss of historical data, impacting accountability and reporting accuracy

Manual intervention requirements, where administrators must reconstruct assignment records and manage fallout

Unreliable user management, creating uncertainty and risk during routine account clean-up processes

Flow chart:



The objective of this initiative is to implement an automated ticket assignment system at ABC Corporation, designed to enhance operational efficiency by intelligently routing support tickets to the most suitable teams or agents. By leveraging predefined rules, real-time data, and role-based workflows, this system ensures that tickets are accurately and promptly assigned, minimizing manual intervention and reducing resolution delays.

This solution not only optimizes resource utilization within the support department but also improves issue resolution times, leading to higher customer satisfaction and smoother internal operations. Additionally, the system incorporates monitoring and feedback mechanisms to continuously refine assignment logic, ensuring adaptability to changing support demands. Through this streamlined approach, ABC Corporation can achieve greater productivity, accountability, and scalability in its support processes.