

Ideation Phase

Define the Problem Statements

Date	10 February 2026
Team ID	LTVIP2026TMIDS79197
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Customer Problem Statement Template:

Create a problem statement to understand how users experience the ticket support process. This template helps our team focus on real issues in ticket routing so we can design a faster and more reliable support system.

A clear customer problem statement helps the team find the best solution for ticket delays and misrouting. It also helps us see the system from the user's point of view, so we can improve their support experience and satisfaction.

Section	Content
I am	A user who submits support tickets for technical or platform issues.
I'm trying to	Get my issues resolved quickly by the correct support team.
but	My tickets are sometimes assigned to the wrong team and resolution is delayed.
because	Ticket assignment is done manually without an automatic routing system.
which makes me feel	Frustrated and dissatisfied with the support service.

Problem Statement Table:

PS	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A user who submits support tickets for technical issues	Get my problem solved quickly by the right team	My tickets are sometimes sent to the wrong team and delayed	Ticket assignment is done manually	Frustrated and unhappy with the support service
PS-2	A support agent handling many tickets daily	Resolve tickets efficiently and on time	Tickets come without proper routing and increase my workload	There is no automatic ticket assignment system	Stressed and overloaded