Project Design Phase

Proposed Solution Template

Date	11 February 2026
Team ID	LTVIP2026TMIDS79197
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Proposed Solution Template:

S.No.	Parameter	Description (for your project)
1	**Problem Statement (Problem to be solved)**	Manual ticket assignment in IT support causes delays, wrong routing, and slow issue resolution.
2	**Idea / Solution Description**	Build an automated ticket assignment system that classifies tickets by issue type, priority, and category, then routes them to the correct support group automatically.
3	**Novelty / Uniqueness**	Uses smart rules or AI-based classification to reduce human effort and improve routing accuracy. Real-time assignment makes it faster than manual methods.
4	**Social Impact / Customer Satisfaction**	Faster support response, reduced waiting time, and improved user satisfaction. Employees face fewer frustrations.
5	**Business Model (Revenue Model)**	Can be offered as a SaaS tool for companies, subscription-based licensing, or integrated into ITSM platforms for enterprise clients.
6	**Scalability of the Solution**	Easily scalable to handle thousands of tickets daily. Can be expanded with AI learning, chatbots, and multi-channel support.