

## Ideation Phase

### Brainstorm & Idea Prioritization Template

Date	02 NOVEMBER 2025
Team ID	NM2025TMID03497
Project Name	Streamlining Ticket Assignment For Efficient Support Operations
Maximum Marks	4 marks

### Brainstorm & Idea Prioritization Template:

#### Step-1: Team Gathering, Collaboration and Select the Problem Statement

Team members collaboratively discussed common challenges in support operations and identified that inefficient or manual ticket assignment leads to delays and uneven workload distribution. After brainstorming, the team decided to focus on building an automated, efficient ticket assignment system that ensures fair distribution and faster resolutions.

The screenshot shows a template for a Brainstorm & Idea Prioritization session. On the left, there's a sidebar with a blue header labeled "Template". The main area has a light gray background with three vertical columns. The first column contains a circular icon with a lightbulb, the title "Brainstorm & idea prioritization", and a summary: "90 minutes to complete", "1 hour to collaborate", and "2-4 people recommended". The second column is titled "Before you collaborate" and includes a sub-section "Problem statement" with a brief description of the ticket assignment issue and a "10 minutes" timer. The third column is titled "Problem statement" and contains a "PROBLEM" box with the question "How might we streamline our ticket assignment process to ensure faster & more efficient distribution of support requests?" and a "10 minutes" timer. At the bottom right, there's a section titled "Key rules of brainstorming" with six rules: "Stay on topic.", "Encourage wild ideas.", "Diverge quickly.", "Listen to others.", "Go for volume.", and "# prioritize, be visual."

## Step-2: Brainstorm, Idea Listing and Grouping

### Brainstorm:

Each member contributed ideas on automating ticket distribution using workflow rules, AI-based assignment, and role-based categorization to improve overall efficiency.

### Idea Listing:

All suggestions were documented, covering automation triggers, agent capacity limits, and feedback loops to monitor effectiveness.

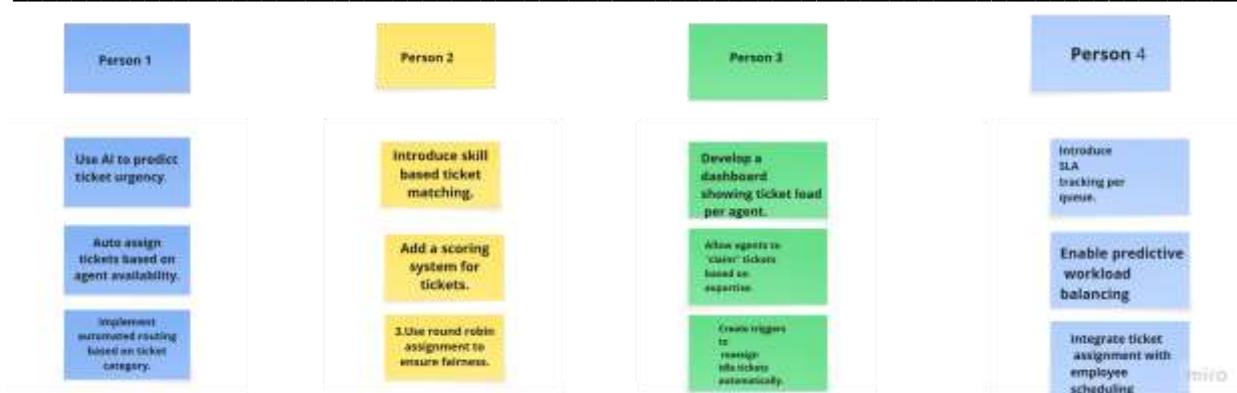
### Grouping:

Similar ideas were grouped under categories such as automation logic, agent management, and reporting metrics. This helped the team identify core priorities.

### Action Planning:

Selected ideas were converted into actionable steps with assigned responsibilities and implementation timelines for better execution.

## IDEA LISTING



## Step-3: Idea Prioritization

Idea prioritization allowed the team to focus on the most impactful improvements for the support system. The core goal was to automate ticket routing efficiently while maintaining transparency and accountability. This structured prioritization simplified the implementation process and ensured that critical components like workload balancing and service-level compliance were addressed first. Visual aids such as flowcharts and assignment models helped communicate the idea clearly across the team, ensuring a unified execution plan.

