

Project Design Phase

Proposed Solution

Date	02 November 2025
Team ID	NM2025TMID03357
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Proposed Solution Template:

S . N o	Parameter	Description
1	Problem Statement (Problem to be solved)	In IT service management systems, tickets are often assigned manually, leading to delays, uneven workload distribution, and inefficient support operations.
2	Idea / Solution Description	Implement an automated ticket assignment mechanism that uses predefined rules and agent performance metrics to assign tickets efficiently. The system ensures even workload distribution and quicker resolution times.
3	Novelty / Uniqueness	This solution integrates intelligent rule-based or AI-powered automation directly into existing ITSM tools without the need for third-party plugins.
4	Social Impact / Customer Satisfaction	It enhances customer experience by reducing response times and ensuring that each issue is handled by the most qualified support agent.
5	Business Model (Revenue Model)	Not directly revenue-focused, but helps organizations save time and operational costs through improved ticket handling efficiency and resource management.
6	Scalability of the Solution	The solution can be expanded to handle change requests, incident management, and other ITSM modules, ensuring adaptability for large-scale enterprise operations.

Conclusion:

The project “Streamlining Ticket Assignment for Efficient Support Operations” focuses on optimizing and automating the ticket allocation process in support systems. By ensuring tickets are assigned based on agent skill sets, workload, and performance metrics, this solution enhances accountability, reduces response time, and ensures a balanced distribution of work. It also contributes to overall productivity, transparency, and customer satisfaction. With its rule-based automation and monitoring capabilities, the system lays a strong foundation for modern, efficient, and scalable IT support environments.

Solution Description:

The proposed solution automates ticket assignment using rule-based logic and optionally, machine learning models. It analyzes incoming ticket parameters such as issue type, urgency, and available agent performance data to assign the ticket to the most suitable support member. This prevents workload imbalance, improves SLA compliance, and provides a structured and transparent ticket routing process.