

Ideation Phase

Brainstorming & Idea Prioritization Template

Date	02 November 2025
Team ID	NM2025TMID03357
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Project Description: Streamlining Ticket Assignment

This project focuses on improving efficiency in support operations by automating the process of assigning support tickets. Manual ticket assignment often causes delays, uneven workload, and missed deadlines. The system aims to automatically assign tickets based on parameters such as issue category, agent skill level, and workload.

By implementing automation, we can ensure:

- Faster ticket resolution
- Balanced work distribution
- Reduced manual effort
- Improved customer satisfaction

The project demonstrates how automated ticket routing and prioritization improve the productivity and response time of support teams.

Step 1: Team Gathering, Collaboration, and Selecting the Problem Statement

Problem Identified:

Manual ticket assignment is slow, error-prone, and lacks transparency.

Discussion Points:

- Agents often receive tickets not suited to their expertise.
- Customers face delays because of improper ticket routing.
- Admins struggle to track workload balance across the team.

Brainstormed Initial Solutions:

1. Introduce **auto-assignment rules** based on issue type and urgency.
2. Enable **real-time dashboards** for admin tracking.

Step 2: Brainstorm, Idea Listing, and Grouping

Team Contributions:

Member Name	Initial Idea	Teammate Contributions
Member 1	Automate ticket assignment using skill-matching rules.	Add monitoring and re-routing features for unassigned tickets.
Member 2	Use AI to categorize and assign tickets based on keywords.	Include feedback learning for accuracy improvement.
Member 3	Create a performance dashboard for admin insights.	Add a notification alert for SLA breaches.

✓Brainstorm:

Team members shared ideas freely about how to improve ticket management.

✓**Idea Listing:**

All ideas were recorded and grouped by automation, analytics, and performance tracking.

✓**Grouping:**

Ideas were categorized into three groups —

1. Ticket Assignment Automation
2. Monitoring & Analytics
3. Notification & Escalation System

✓**Action Planning:**

- Selected automation logic as the core idea.
- Assigned tasks for rule setup, testing, and dashboard creation.

Step 3: Idea Prioritization

Prioritization Approach:

The team evaluated all generated ideas using these criteria:

- **Impact on performance**
- **Ease of implementation**
- **Automation level**
- **User benefit**

Final Prioritized Ideas:

1. Implement auto-assignment algorithm for tickets.
2. Add admin dashboard with real-time tracking.
3. Include escalation rules for unassigned tickets.
4. Enable analytics and feedback loop.

