Project Design Phase
Proposed Solution

Date	13 NOVEMBER 2025
Team ID	NM2025TMID04009
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Proposed Solution Template:

S.No	Parameter	Description
1	Problem Statement (Problem to be solved)	In many support environments, tickets are manually assigned, leading to delayed responses, uneven workload distribution, and poor customer satisfaction. Manual routing often causes bottlenecks, miscommunication, and inefficiency.
2	Idea / Solution Description	Implement an automated, rule-based ticket assignment mechanism that intelligently routes support tickets to the most suitable agent or team based on expertise, availability, and ticket priority. The system uses pre-defined logic and dynamic data analysis to streamline operations.
3	Novelty / Uniqueness	Unlike traditional manual or random assignments, this solution leverages automation and data-driven logic (such as skill mapping, priority tagging, and workload balancing) to ensure fair and efficient ticket distribution — reducing idle time and human dependency.
4	Social Impact / Customer Satisfaction	Improves customer satisfaction through faster ticket acknowledgment and resolution. It also reduces agent burnout, enhances accountability, and builds trust in the support process.

5	Business Model (Revenue Model)	Not directly revenue-focused, but significantly reduces operational costs, improves efficiency, and boosts service quality — resulting in better client retention and higher productivity across support teams.
6	Scalability of the Solution	The system can be easily scaled to support multiple departments, ticket categories, and platforms like ServiceNow, Freshdesk, or Jira Service Management. Rules can be expanded to incorporate AI-based learning for predictive ticket routing.

Conclusion

The project *"Streamlining Ticket Assignment for Efficient Support Operations"* addresses inefficiencies in manual ticket routing and management. By introducing intelligent rule-based or AI-driven automation, the system ensures that tickets are automatically assigned to the most appropriate agents based on workload, skill level, and priority. This leads to faster response times, balanced workloads, and improved service quality.
Additionally, the continuous monitoring and feedback mechanism ensures the system adapts dynamically to changes in ticket volume and staff availability. Implementing this solution within ITSM platforms such as **ServiceNow** or **Freshdesk** lays the foundation for more transparent, data-driven, and customer-centric support operations in enterprise environments.

Reference:

Infographic created using Canva / Midjourney.

Solution Description:

To overcome inefficiencies in manual ticket routing, the solution introduces an automated ticket assignment framework integrated into ITSM platforms. The system analyzes incoming tickets and assigns them based on pre-defined conditions such as agent availability, skill level, ticket category, and urgency. If all agents are occupied, the ticket is queued and escalated as per priority.

This rule-based automation minimizes human intervention, reduces assignment delays, and ensures even workload distribution. The approach leverages ServiceNow or Freshdesk workflows, making it easy to configure, scalable, and maintainable. The result

is a more efficient, transparent, and accountable support process that improves both employee productivity and customer experience