Ideation Phase

Brainstorm & Idea Prioritization Template

Date	13 NOVEMBER 2025
Team ID	NM2025TMID04009
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Streamlining Ticket Assignment for Efficient Support Operations

This project focuses on improving the efficiency of support operations by automating and optimizing the ticket assignment process. In traditional support systems, tickets are assigned manually, which can lead to delays, uneven workload distribution, and slower response times.Through this project, we aim to develop a rule-based and priority-based automated assignment mechanism. Tickets will be assigned to support agents based on factors such as skill level, availability, workload, and ticket severity.

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

The team came together to discuss common challenges faced in support environments. We identified that **manual ticket assignment** was causing delays and inefficient task distribution.

After reviewing multiple ideas, we collectively selected **"Streamlining Ticket Assignment"** as the primary focus problem.

Reference:

https://www.mural.co/templates/brainstorm-and-idea-prioritization

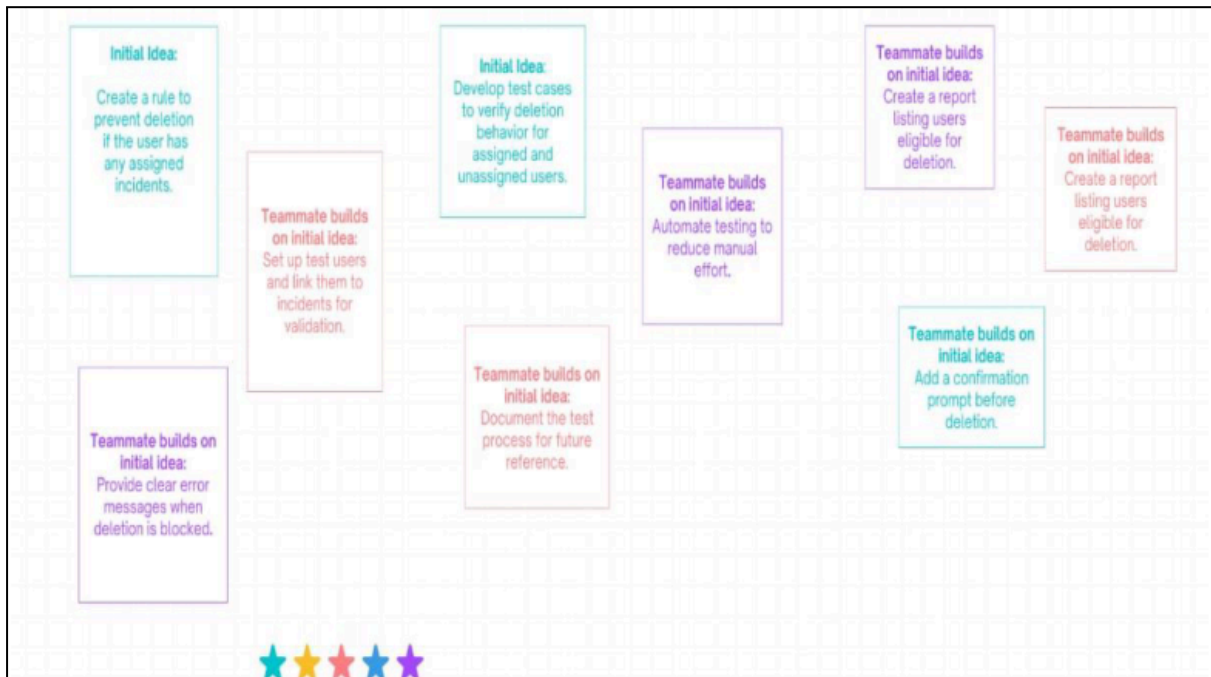# Step-2: Brainstorming, Idea Listing, and Grouping

Fig 1: Brainstorming Session and Idea Grouping

Brainstorming

All team members shared ideas freely on how to improve the ticket assignment process. This encouraged open thinking and new perspectives.

Idea Listing

Every idea was recorded, including:

- Assign tickets based on agent workload
- Route tickets based on skill/expertise
- Use automation with predefined rules
- Implement priority levels and escalations
- Notify agents instantly upon assignment

Grouping

Ideas were categorized into:

- Automation Rules
- Workload Management
- Monitoring & Reporting
- User Interface Enhancements

Action Planning

We selected the most feasible ideas and turned them into actionable modules such as:

- Agent workload tracker
- Rule-based assignment engine
- Ticket queue dashboard
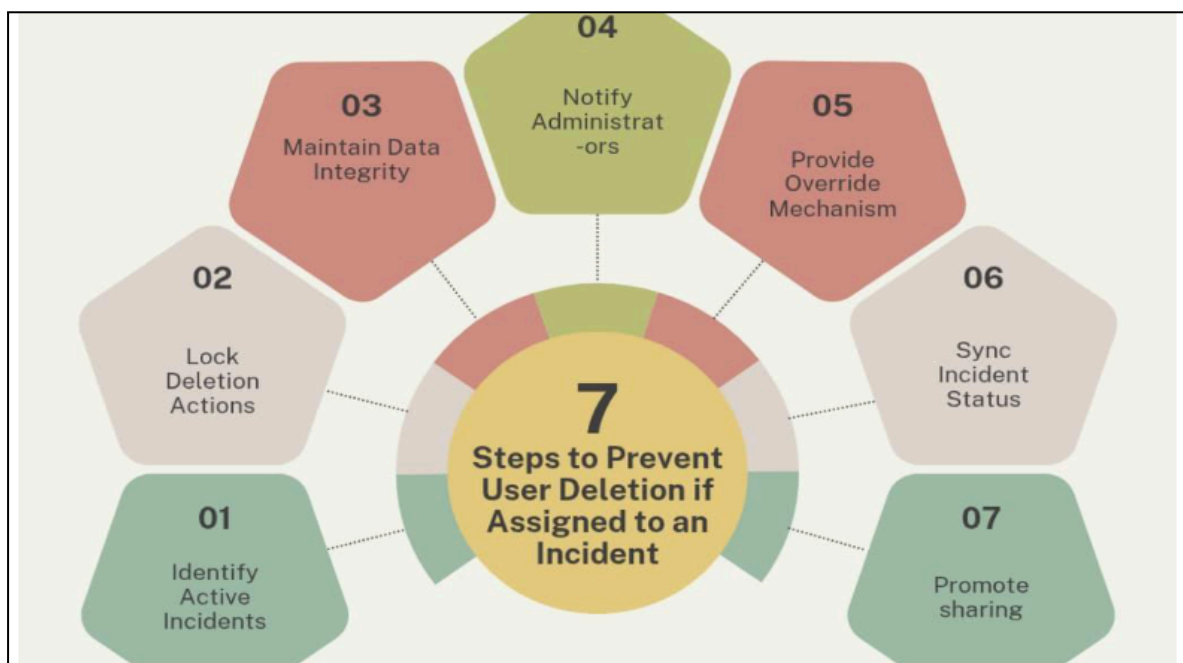
Step-3: Idea Prioritization

Fig 2: Automated Ticket Assignment Flow

Idea Prioritization Explanation

Prioritization helped us break down the solution into manageable tasks. The objective was to ensure that **tickets are assigned efficiently to the appropriate support agent**.

By prioritizing ideas, we focused on:

- **Fair Workload Distribution**

  Ensuring no agent is overloaded while others are idle.

- **Skill-Based Routing**

  Tickets go to agents who are best skilled to resolve them.

- **Time Reduction**

  Eliminating manual checking and assignment delays.

- **Improved Service Quality**

  Faster resolution improves user satisfaction and operational performance.

Visual diagrams and structured workflow planning made it easier to implement the system clearly and accurately.