Project Design Phase

Problem – Solution Fit Template

Date: 31 October 2025

Team ID:NM2025TMID03626

Project Name: Streamlining Ticket Assignment for Efficient Support Operations

Problem – Solution Fit Template:

The Problem-Solution Fit ensures that the identified problem and the proposed solution align effectively to address the specific operational challenges faced by the organization. It emphasizes understanding the customer's pain points and validating that the designed solution directly mitigates them.

Purpose:

Solve operational inefficiencies by automating ticket routing and assignment. Enhance customer satisfaction through faster and more accurate issue resolution. Optimize support resources by reducing manual interventions and errors. Improve accountability and visibility in support operations. Leverage automation to streamline communication between teams and departments.

Problem:

At ABC Corporation, manual ticket assignment often leads to delays, misrouted cases, and uneven workload distribution among support teams. This results in slower resolution times, customer dissatisfaction, and inefficient use of human resources. Lack of automation also makes it challenging to track accountability and performance metrics accurately.

Solution:

The objective of this initiative is to implement an automated system for ticket routing at ABC Corporation, aimed at improving operational efficiency by accurately assigning support tickets to the appropriate teams. By leveraging rule-based logic, machine learning algorithms, or platform-specific automation (e.g., ServiceNow, Jira), the system ensures

that incoming tickets are categorized and assigned based on priority, issue type, and expertise. This automation reduces response time, increases accuracy, and enhances overall customer satisfaction.

Expected Outcomes:

Reduction in average ticket resolution time. Improved customer satisfaction scores (CSAT). Optimized workload distribution among teams. Higher operational transparency and accountability. Better data insights for continuous process improvement.

References:

1. https://www.ideahackers.network/problem-solution-fit-canvas/
2. https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe