

Project Design Phase
Problem – Solution Fit Template

Date	02 November 2025
Team ID	NM2025TMID04195
Project Name	Streamlining Ticket Assignment for Efficient support Operations
Maximum Marks	2 Marks

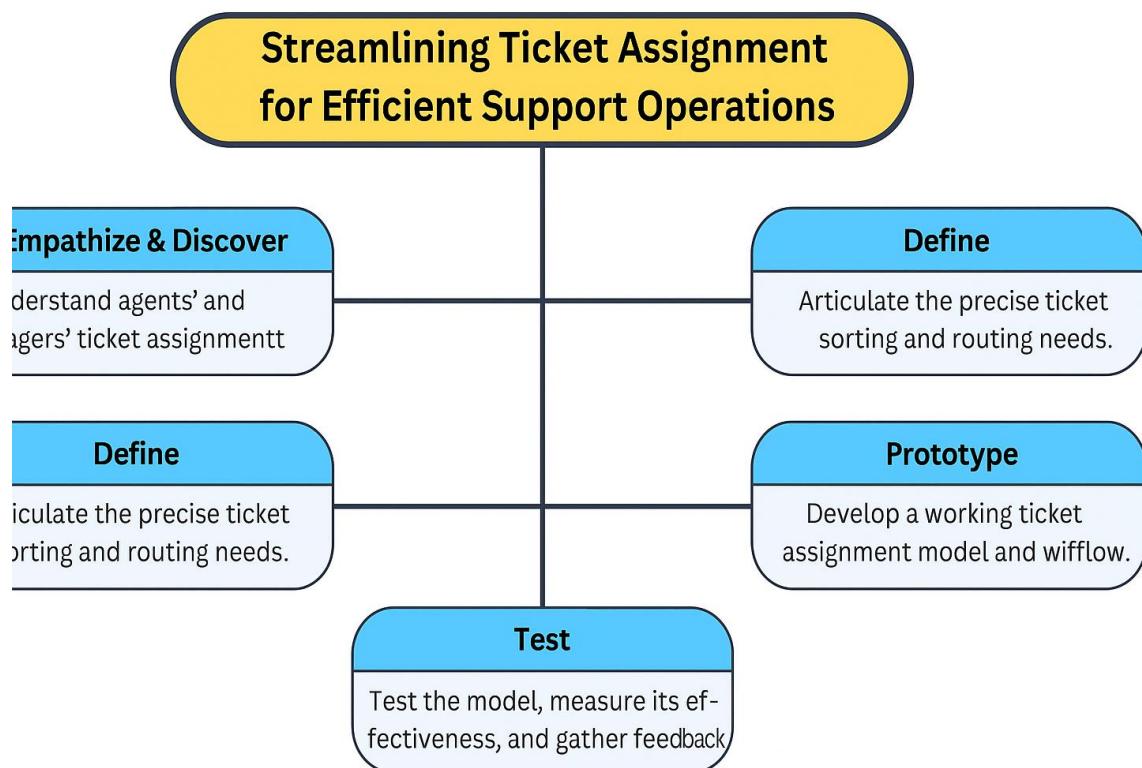
Problem – Solution Fit Template:

The Problem–Solution Fit ensures that the proposed solution directly addresses the actual challenges faced by users and stakeholders. It emphasizes developing solutions that align with user behavior, operational needs, and efficiency goals to ensure higher adoption and measurable improvement.

Purpose:

- To eliminate inefficiencies caused by manual and uneven ticket assignment.
- To enhance the overall support operation process through automation and prioritization.
- To improve agent productivity and morale by balancing workloads fairly.
- To provide managers with better insights using real-time dashboards and performance analytics.
- To improve customer satisfaction through faster, smarter, and more accurate ticket handling.

Template:



The project *Streamlining Ticket Assignment for Efficient Support Operations* started with gathering requirements to understand issues in manual ticket handling. System analysis revealed delays and uneven workloads. A detailed plan was then developed to automate ticket routing based on agent skill and workload. The system was implemented and tested to ensure accuracy and faster responses. Finally, continuous monitoring and feedback helped refine the process, making ticket management more efficient, fair, and user-friendly.