

Project Design Phase
Proposed Solution

Date	02 November 2025
Team ID	NM2025TMID04195
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 systems, tickets are assigned manually by administrators or managers, leading to delays, uneven workloads, and confusion among support agents. This results in slower response times, low agent morale, and reduced customer satisfaction.
2.	Idea / Solution description	The proposed solution automates the ticket assignment process using an intelligent, rule-based and AI-driven system. Tickets are automatically routed to the most suitable agent based on skill, workload, and priority. The system also provides real-time dashboards for managers to monitor workload and performance.
3.	Novelty / Uniqueness	This solution uses smart algorithms for workload balancing and prioritization, ensuring fairness and faster ticket resolution. It enhances the support process by combining automation, analytics, and transparency — all within a single platform.
4.	Social Impact / Customer Satisfaction	The system improves response speed and accuracy, ensuring timely support and happier customers. It also reduces employee stress by distributing tasks evenly, promoting fairness and better teamwork among support staff..

5.	Business Model (Revenue Model)	The solution helps organizations save time, improve productivity, and reduce operational costs. It can be integrated into existing support systems as an enhancement or offered as a SaaS feature for enterprise clients..
6.	Scalability of the Solution	The model can easily be scaled to handle large support operations, integrate with third-party systems like ServiceNow or Jira, and adapt to changing business needs or larger agent teams..

Solution Description:

The project *Streamlining Ticket Assignment for Efficient Support Operations* focuses on improving how support tickets are distributed among agents. In traditional systems, manual ticket assignment often leads to delays, repeated work, and inefficiencies. To address this, the proposed system introduces an **automated ticket assignment module** that intelligently assigns tickets based on agent skill sets, ticket priority, and current workload.

This solution reduces manual dependency, speeds up response times, and enhances overall support efficiency. It also provides **real-time dashboards** for managers to track performance, monitor workloads, and make data-driven decisions. By leveraging automation and analytics, the system ensures that customer issues are handled by the right person at the right time, resulting in **improved service quality, higher customer satisfaction, and a more balanced, productive work environment**.
