

**PROJECT DESIGN
PHASE**

PROPOSED SOLUTION

Date	2 November 2025
Team ID	NM2025TMID04781
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Mark	2 Marks

1	Manual ticket assignment tickets causes delays and uneven workload.	Implement an automated ticket routing system that assigns tickets based on agent skill, workload, and availability.	Reduced response time and balanced workload among support agents.
2	Lack of visibility into ticket status and assignment history.	Introduce a real-time dashboard showing ticket status, agent performance, and workload metrics.	Improved transparency and accountability in ticket handling.
3	Frequent ticket misassignments due to unclear categorization.	Use AI-based classification to analyze ticket content and Accurate routing and automatically determine category faster ticket resolution.	and priority.
4	Delays in manual escalations and reassignment processes.	Enable automated escalation workflows when tickets remain unresolved beyond SLA thresholds.	Timely escalations and higher customer satisfaction.
5	Difficulty tracking agent efficiency and workload distribution.	Implement performance analytics and reports for managers.	Data-driven performance evaluation and resource optimization.
6	Lack of integration between support tools and databases. Zendesk. system.	Develop API-based integration modules with ServiceNow, Jira, or unified support system.	Seamless data exchange and unified support system.

- 7 Risk of data Add **audit trails and logging** Secure and compliant inconsistency and audit **mechanisms** for every ticket incident management gaps. assignment and update. process.

Proposed solution template

S.No	Problem Area	Proposed Solution	Expected Outcome
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Conclusion

Manana utilizes the critical compensation challenges by using intelligent algorithms to prioritize tickets based on agent skill, workload and availability. Automated assignment optimizes repeatable content and increases timely resolution. Enhancing timely resolution of ticket progress and metrics via the live dashboard for enhanced audit trails and integration with real-time algorithms to ensure timely resolution of tickets according to optimal workload management.

