

**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

Implement an **automated ticket**

- 1 Manual ticket assignment Reduced response time **routing system** that assigns tickets causes delays and uneven and balanced workload based on agent skill, workload, and workload.
- 2 Lack of visibility into ticket status and assignment history. Introduce a **real-time dashboard** Improved transparency showing ticket status, agent and accountability in performance, and workload metrics. 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** Timely escalations and **workflows** when tickets remain higher customer unresolved beyond SLA thresholds. satisfaction.
- 5 Difficulty tracking agent efficiency and workload distribution. Data-driven performance Implement **performance analytics** evaluation and resource and reports for managers. optimization.
- 6 Lack of integration between support tools and databases. Zendesk. system. Develop **API-based integration** Seamless data exchange with ServiceNow, Jira, or and unified support modules.

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

Proposed solution template

S.No	Problem Area	Proposed Solution	Expected Outcome
------	--------------	-------------------	------------------

Conclusion

Mananal utilmoits the critical compensationfficient challenges lay sing intelligent algorithms to prioritize tickets based on agent skill, workload and avall-ability. Automated assignment optimizes reapu-tary contelliiv and increases tt inely resoiulition. enhanling timely resolution of ticket progress and metrics via dle Ilve dashboard for enha-n cement audit trails and integration with re-assuracy d algorithms to ensure timely resolution af tickets according to optimal workload man-agement.

