

# Ideation Phase

## Brainstorm & Idea prioritization template

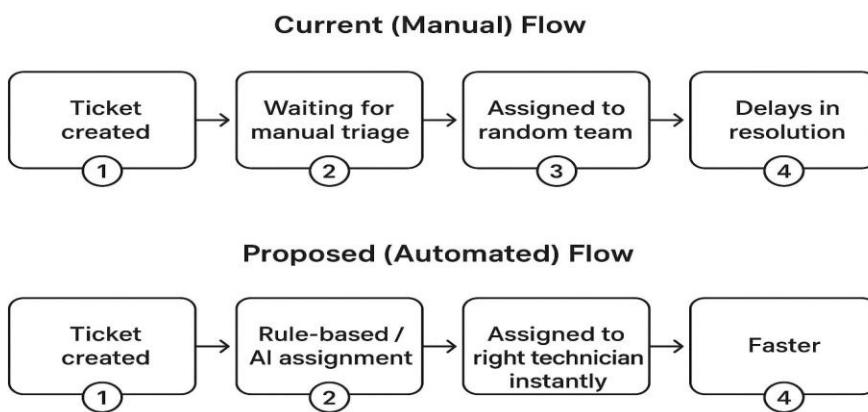
Date	02 NOVEMBER 2025
Team ID	NM2025TMID04781
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Mark	4 Marks

### Ideation Phase

The Ideation Phase focused on generating innovative and practical solutions to improve the efficiency and accuracy of the ticket assignment process within the support operations workflow. Building upon the insights gathered during the problem identification and research phases, this stage aimed to explore multiple ideas that could address the key challenges—such as delayed response times, uneven workload distribution, and lack of automation in ticket routing.

### Step 1: Team Gathering, Collaboration and Select the Problem statement

### Step 2: Brainstorm, Idea Listing, Grouping



## Step-2: Brainstorm, Idea Listing and Grouping

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### Brainstorm

Write down any ideas that come to mind that address your problem statement.

**TIP**  
You are selecting a policy  
and this is the first step.  
Titled on stakeholder

Amar	Yuktash	Person 3	Person 4
Need			

Person 5	Person 6	Person 7	Person 8

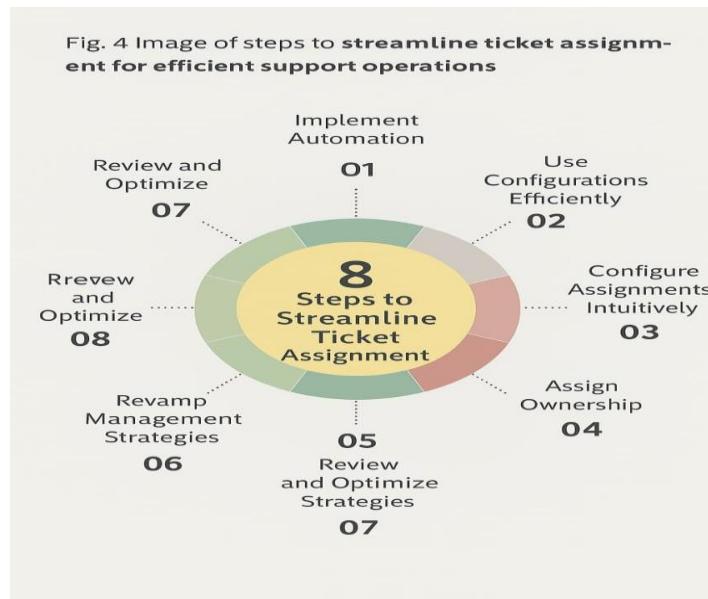
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### Group Ideas

Take turns sharing your ideas while clustering similar or related notes as you go. In the first 10 minutes, give each cluster a sentence-like label. If a cluster is bigger than sticky notes, try to break it up into smaller sub-groups.

**TIP**  
And remember that  
advice works best  
from someone you  
trust.

## Step 3 : Idea prioritization



During the idea prioritization stage of the *Streamlining Ticket Assignment for Efficient Support Operations* project, all proposed ideas were evaluated based on feasibility, impact, cost, and implementation time. Each concept—such as automated ticket classification, intelligent routing,

and workload balancing—was scored using a prioritization matrix. The team focused on selecting ideas that offered maximum efficiency gains with minimal complexity. After analysis and group discussions, the intelligent routing algorithm and automated classification system were identified as top priorities. These ideas were chosen for their potential to significantly reduce response times and optimize support workflows.