

CSE4062 Spring
Group Number: 3

Project Title: Optimizing IT Support Ticket Assignment

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Project Description:

The main goal of this project is to optimize the IT support ticket assignment process and predict the resolution time for incoming tickets. The project will consist of two main tasks:

Assignee Recommendation: Develop a classification model to recommend the most suitable IT specialist to handle a given ticket based on its characteristics.

Number of rows at sheet 1: 65000

Number of columns at sheet 1: 34

Number of rows at sheet 2: 45132

Number of columns at sheet 2: 39

Number of rows at sheet 3: 40009

Number of columns at sheet 3: 18

After removal of unnecessary rows, we plan to use 40000 rows approximately.

Important Features:

Target Attributes: ASSIGNEE1 , ASSIGNEE2 , ASSIGNEE3, ASSIGNEE4, ASSIGNEE5 (nominal) (there may be multiple assignees)

Priority (Ordinal)

Component (Nominal)

Label (Nominal)

Urgency (Ordinal)

Impact (Nominal)

Issue_category (Nominal)

Issue_type (Nominal)

Issue_sub_category (Nominal)

Summary(Text)

Description(Text)

Original_Reporter (nominal)

Platform(nominal)