Ideation Phase

Define the Problem Statements

Date	29 October 2025
Team ID	NM2025TMID01216
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Customer Problem Statement Template:

Customer support teams face challenges when tickets are assigned manually, leading to delays, uneven workload distribution, and inefficient use of agent skills. This results in slower response times and lower customer satisfaction. They need an automated ticket assignment system that analyzes ticket category, priority, and agent skill to assign issues efficiently. Such a system will improve response speed, ensure balanced workloads, and enhance service quality. This solution increases operational efficiency, reduces human error, and builds customer trust through consistent support experiences.

Customer Problem & Solution Table

Problem	Description	Solution
Data Inconsistency	When users, groups, or roles are modified or deleted without dependency checks, linked permissions or access rights become invalid, leading to system errors.	Implement dependency validation before allowing changes to users, groups, or roles. Automatically reassign or archive dependent permissions
Access Control Gaps	Incomplete role definitions or manual permission assignments may grant unauthorized access or block legitimate users.	Integrate role-based access control (RBAC) and automate permission mapping to ensure consistent and secure access levels.
User Confusion	Admins and managers face difficulty tracking who has what access and how group memberships impact permissions.	Provide a centralized dashboard showing real-time user access summaries, group memberships, and inherited roles.
Workflow Delays	When user changes (add, remove, reassign) occur without proper workflow automation, approvals and access updates take longer.	Create automated workflows for user creation, modification, and deletion that include approval stages and notifications.
Audit & Compliance Challenges	Missing audit trails or incomplete logs make it hard to trace access changes and verify compliance.	Maintain detailed audit logs and generate compliance reports automatically whenever user or role changes occur.

Reference: https://miro.com/templates/customer-problem-statement/

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	but	Because	Which makes me feel
PS-1	A Support Agent	Manage my daily tickets efficiently	I often get too many or unrelated tickets	Ticket assignment is manual and unbalanced	Overwhelmed and less productive
PS-2 A	Team Manager	Distribute tickets fairly among agents	Some agents get overloaded while others are idle	There's no automated workload or skill check	Frustrated and unable to maintain efficiency

Problem Statement PS-1:

As a support agent, I want to receive tickets that match my skills and current workload. However, tickets are often assigned manually without considering my expertise or availability, leading to inefficiency and delays. This makes it hard to maintain productivity and timely responses. I need an automated system that assigns tickets fairly and accurately.

Problem Statement PS-2:

As a team manager, I want to ensure tickets are distributed evenly among agents based on their skill sets and workload. However, the current manual process leads to imbalances and slower resolutions. This causes dissatisfaction among both customers and agents. An automated assignment system will help maintain fairness, speed, and accountability.