

Project Design Phase

Problem – Solution Fit Template

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

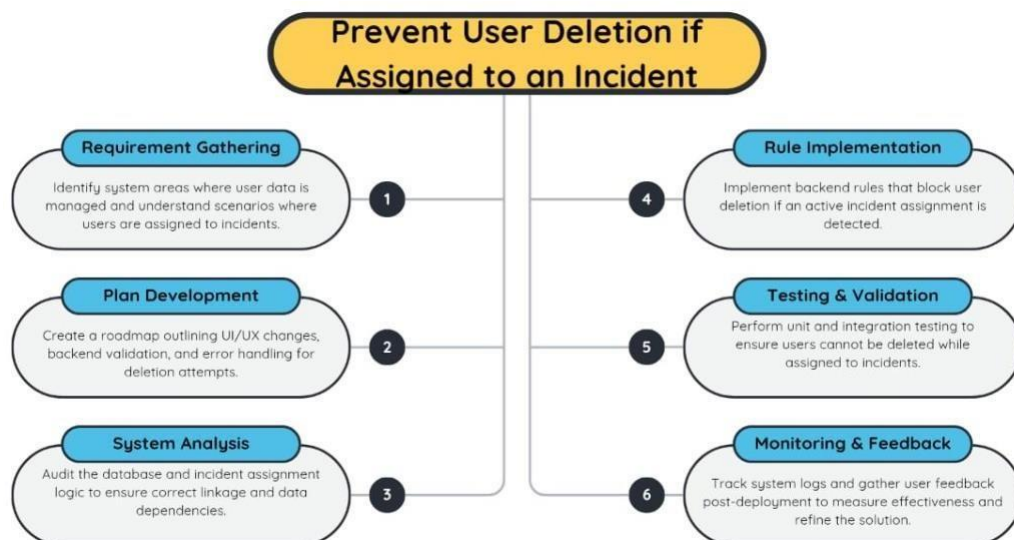
Problem – Solution Fit Template:

The Problem–Solution Fit represents how well the identified customer problem aligns with the solution developed. In this project, the issue of manual ticket assignment in support operations is addressed by building an automated, skill-based ticket distribution system that improves response time and ensures workload balance among agents.

Purpose:

- Solve support inefficiencies by introducing automated ticket assignment.
- Speed up ticket resolution and enhance customer satisfaction.
- Reduce dependency on manual ticket routing and human intervention.
- Build trust and transparency through fair workload distribution.
- Understand existing support workflow challenges and improve them using automation.

Template (Project Context):



References:

1. <https://www.ideahackers.network/problem-solution-fit-canvas/>
2. <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>

The project “**Streamlining Ticket Assignment for Efficient Support Operations**” addresses a critical challenge in customer support management systems. By automating the process of assigning tickets to agents based on their skills, workload, and ticket priority, the project enhances efficiency, accuracy, and transparency in support operations. This solution not only reduces response times and improves customer satisfaction but also ensures fair workload distribution among agents. With the successful implementation of rule-based automation and real-time monitoring, this project establishes a strong foundation for building intelligent, efficient, and scalable support management systems in enterprise environments.