

## **Brainstorm & Idea Prioritization Template:**

Date	1 NOVEMBER 2025
Team ID	NM2025TMID00405
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

The project “Streamlining Ticket Assignment for Efficient Support Operations” aims to optimize the process of handling and assigning support tickets through automation, intelligent categorization, and workflow efficiency. During the brainstorming session, the team identified several challenges, including manual ticket assignment, uneven workload distribution among agents, delayed issue resolution, and lack of visibility in ticket progress tracking.

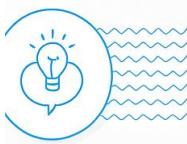
To address these challenges, various ideas were proposed, such as developing an automated ticket assignment system based on agent expertise and availability, implementing priority-based ticket routing, integrating real-time dashboards for performance tracking, and introducing an AI-powered categorization system to classify tickets accurately.

These ideas were prioritized based on their impact on operational efficiency and feasibility of implementation, with top priorities being the Automated Ticket Assignment Module, Priority-Based Routing System, Agent Dashboard, and AI Categorization Component.

The next steps involve defining specific use cases, configuring ServiceNow workflows, designing user interfaces for agents and administrators, implementing automation rules and AI models, and conducting testing to ensure accurate ticket routing and faster resolution.

The expected outcome is a streamlined, automated support management system that ensures faster response times, balanced workload distribution, improved customer satisfaction, and enhanced transparency across support operations.

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



### Streamlining ticket assignment for efficient support operations

Utilize this template to optimize ticket assignments within your team's support operations, enhancing productivity, and efficiently tackling tasks whether your team is onsite or remote.

10 minutes to prepare  
1 hour to collaborate  
2-9 people recommended



#### Before you collaborate

Utilize this template to optimize ticket assignment within your team's support operations enhancing productivity, and

⌚ 10 minutes

#### 1 Team assembly

Define plan participants to send after send invites. Allocate your challenge as a how.

#### 2 Establish the objective

Familiarize yourself with the facilitation topic for an efficient and positive collaboration focus.

#### 3 Familiarize yourself with the facilitation tools

Explore your Facilitator SuperTopic topic for an efficient and

[Open article →](#)



#### Specify your problem statement

What problem are you aiming to address? articulate your challenge as a How Might We statement. This will become the focal point of your brainstorm.

⌚ 6 minutes

PRO/CON  
How might we ticket assignment?



#### Key rules of brainstorming

To be a in amecil and productive session

- ① Suspend critique. Encourage wild, ideas.
- ② Aspire for quality. Listen to others.
- ③ Encourage wild. If possible, be visual.

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

many ideas that come to mind that address the statement.

3

### Group Ideas

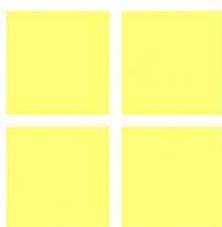
Take turns sharing your ideas while clustering them. In the last 10 minutes, give each cluster a seal. If a cluster is bigger than 10, add a seal and see if you can add another one.

⌚ 20 minutes

Yukesh

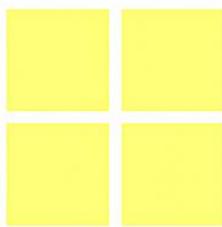
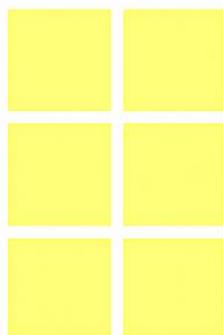


Faria



Person 4

Person 5



### Step-3: Idea Prioritization

