

IDEATION PHASE

Empathize and discover

Date	02 Nov 2025
Team id	NM2025TMID00421
Project Name	Streamlining ticket assignment for efficient support operations
Maximum Marks	4

Empathy map canvas:

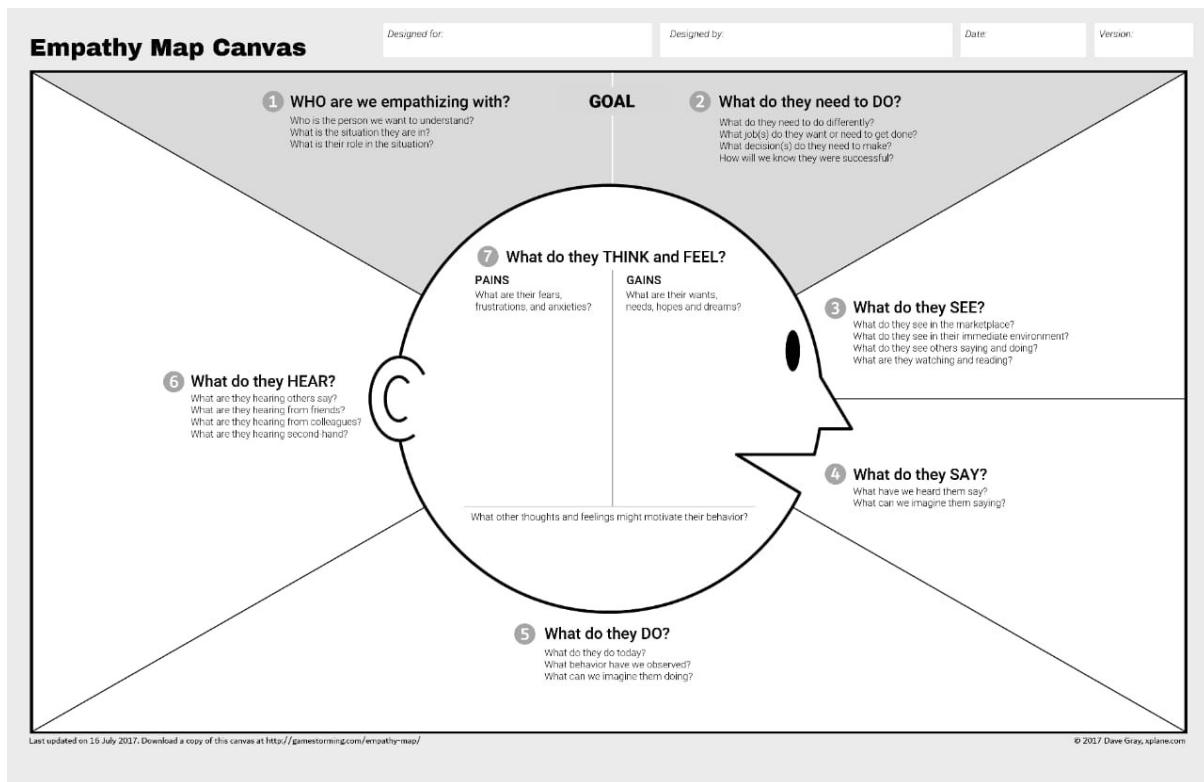
The empathy map for the project "Streamlining Ticket Assignment for Efficient Support Operations" focuses on understanding the challenges faced by IT support agents. They say that manual ticket assignment wastes time and causes uneven workloads, and think that automation could make their work more efficient and fair. They do tasks like manually checking and prioritizing tickets and constantly coordinating with teammates to balance work. As a result, they feel frustrated and stressed due to repetitive manual processes but motivated to find a better system. This understanding highlights the need for an automated, fair, and efficient ticket assignment solution that improves workflow and customer satisfaction.

Example:



The Empathy Map for the project "Streamlining Ticket Assignment for Efficient Support Operations" helps understand the real experiences of IT support agents. They often say that manual ticket assignment consumes too much time and leads to unfair workloads, while they think automation could make their jobs more efficient and organized.

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