| Project Name | Streamlining Ticket Assignment for Effective Support System |
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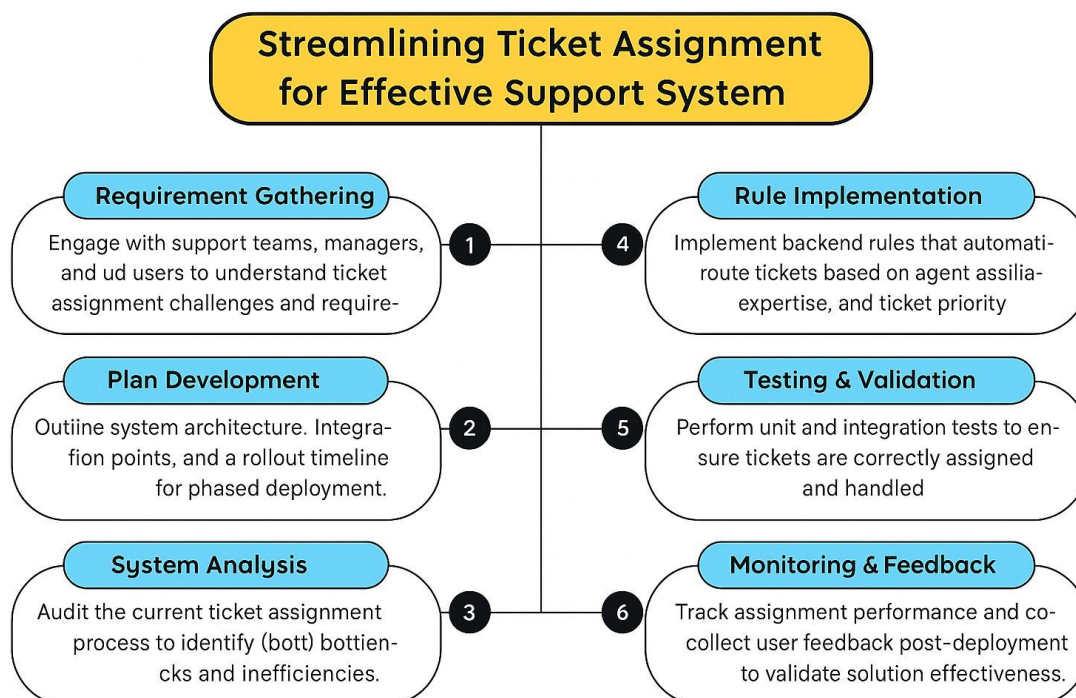*Problem - Solution Fit Template:*

*The project "Streamlining Ticket Assignment for Effective Support System" addresses a critical challenge in IT and customer support workflows — inefficient ticket distribution and delayed response times. In many support systems, tickets* are manually assigned or unevenly distributed among agents, leading to workload imbalance, longer resolution periods, and reduced customer satisfaction

**Purpose:**

->Solve complex operational inefficiencies by automating ticket distribution and ensuring the right issues reach the right agents.

->Increase productivity and customer satisfaction through reduced response and resolution time

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**Template:**



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 Effective Support System" addresses a major inefficiency in helpdesk and IT support management, where manual or unbalanced ticket distribution often leads to delayed responses and reduced service quality. By automating the ticket assignment process based on agent expertise, workload, and ticket priority, this solution ensures fair distribution and faster resolution of issues. It enhances operational efficiency, accountability, and transparency within the support environment. Through the successful implementation of rule-based automation, real-time monitoring, and performance analytics, this project lays the foundation for a smarter, data-driven support system that improves customer satisfaction and optimizes team productivity across enterprise platforms.