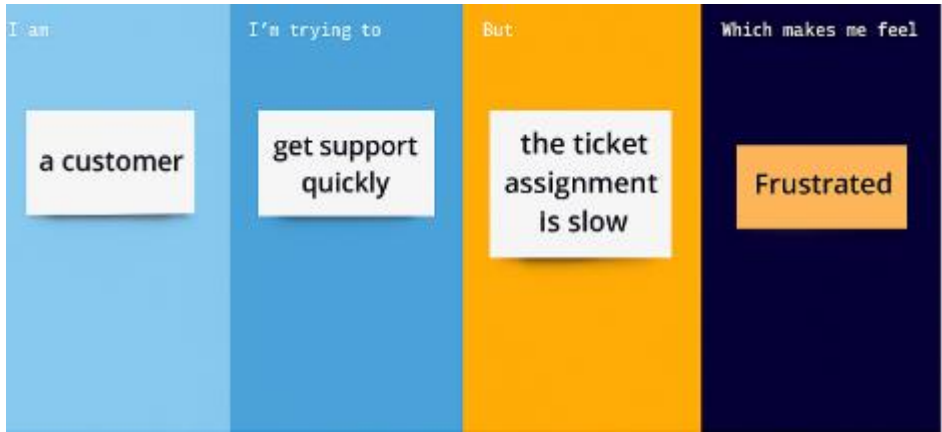


IdeationPhase
DefinetheProblemStatements

| | |
|--------------|---|
| Date | 31January2025 |
| TeamID | NM2025TMID07621 |
| ProjectName | Streamlining Ticket Assignment for Efficient Support Operations |
| MaximumMarks | 2Marks |

CustomerProblemStatementTemplate:

Support teams using ticketing systems often face inefficiencies in how tickets are assigned, leading to delays, misprioritization, and uneven workloads among agents. This lack of a streamlined assignment process results in slower response times and confusion within the team, which directly impacts the customer experience. Customers are left waiting longer for resolutions, with inconsistent communication and a poor overall support experience. To address this, the solution is to streamline ticket assignment, ensuring that tickets are automatically routed to the right agents based on expertise and workload, ultimately improving response times and boosting customer satisfaction.



Problem Statement Table:

| Problem Statement(PS) | I am (Customer) | I'm trying to | But | Because | Which makes me feel |
|-----------------------|---|--|--|---|---|
| PS-1 | A support team member or customer service agent | Assign tickets efficiently to appropriate team members | There is no streamlined system for prioritizing and assigning tickets, leading to confusion and delays | Ticket assignment is done manually and lacks automation | Frustrated and overwhelmed by the workload and delays |
| PS-2 | A customer support manager | Ensure timely resolution of support tickets | The system for ticket assignment is inefficient and slow | The lack of automation and poor ticket prioritization | Stressed and frustrated with the slow process |

