Project design phase
Problem-solution fit template

Date	01 Nov 2025
Team ID	NM2025TMID08563
Project name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2

Problem-solution fit template :

This project focuses on improving the way support tickets are assigned within an organization's helpdesk or customer support system. In traditional systems, tickets are manually reviewed and assigned to agents, which often causes **delays, workload imbalance, and human errors**.

Our project introduces an **automated ticket assignment system** that uses predefined rules or AI-based logic to categorize and route tickets to the **most suitable support agent or department**. This ensures that tickets are resolved quickly, efficiently, and by the right personnel.

The system also allows **real-time tracking, reporting, and analytics**, helping support managers monitor performance and improve decision-making. By streamlining the assignment process, the project aims to **boost productivity, reduce response times, and enhance customer satisfaction**.

Purpose of the Project :

- To automate the ticket assignment process and minimize manual intervention.

- To ensure faster response and resolution times for customer queries.

- To improve the accuracy of ticket routing using predefined logic or AI.

- To balance workload among support team members efficiently.

- To enhance the customer experience through timely support.

- To provide insights and analytics for better operational management.

- To reduce operational costs by improving process efficiency.

Template:

Left Side: Project Explanation

   Describe the problem and proposed automated solution.

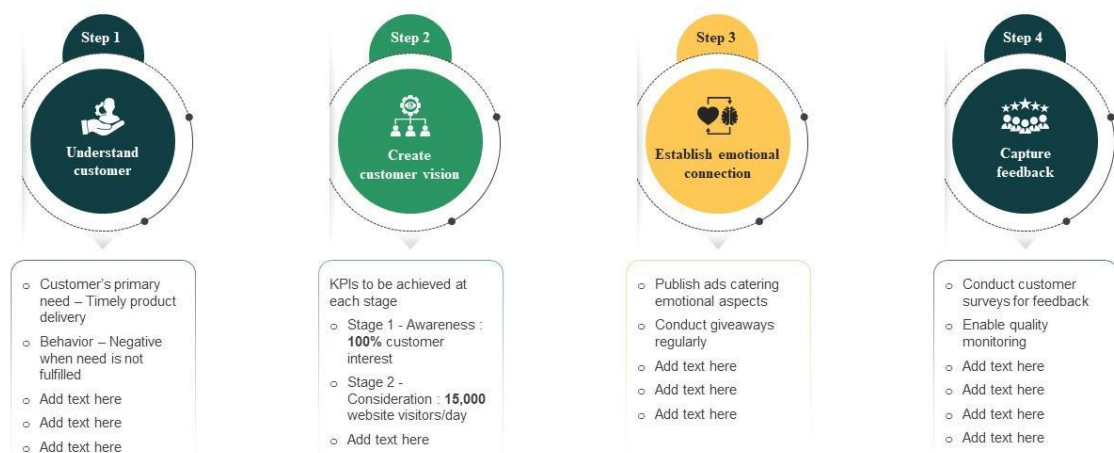   Highlight key features like automation, speed, and accuracy.

Right Side: Purpose of the Project

   Use bullet points for clarity.

   Focus on goals, benefits, and impacts.

Steps to streamline service desk customer experience

The following slide depicts major steps for enhancing service desk customer experience including understand customer, create customer vision, establish emotional connection and capture feedback.

Step 1

Understand customer

- Customer's primary need – Timely product delivery
- Behavior – Negative when need is not fulfilled
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Step 2

Create customer vision

KPIs to be achieved at each stage
- Stage 1 - Awareness : **100%** customer interest
- Stage 2 - Consideration : **15,000** website visitors/day
- Add text here

Step 3

Establish emotional connection

- Publish ads catering emotional aspects
- Conduct giveaways regularly
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- Add text here
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Step 4

Capture feedback

- Conduct customer surveys for feedback
- Enable quality monitoring
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- Add text here
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This slide is 100% editable. Adapt it to your needs and capture your audience's attention.

The **purpose** of the project *"Streamlining Ticket Assignment for Efficient Support Operations"* is to improve the overall efficiency and effectiveness of IT support processes by automating the ticket assignment system. It aims to minimize manual effort, reduce response and resolution times, and ensure fair workload distribution among support agents. By implementing an intelligent and rule-based assignment mechanism, the project seeks to enhance accuracy, transparency, and customer satisfaction. Ultimately, the purpose is to create a seamless support environment where issues are resolved faster, agents can focus on problem-solving rather than administrative tasks, and organizations can achieve higher productivity and service quality.