

Ideation Phase

Define the Problem Statements

Date	30 October 2025
Team ID	NM2025TMID00425
Project Name	Streamlining ticket assignment for efficient support operations
Maximum Marks	2 Marks

Customer Problem Statement Template:

Our customer support operations are hindered by manual and inefficient ticket assignment processes that slow down response times and create uneven workloads among agents. This often results in delayed resolutions, increased stress for support teams, and reduced customer satisfaction.

By implementing an automated and intelligent ticket assignment system, we can ensure tickets are routed to the right agents based on skill, workload, and priority. This will improve efficiency, balance workloads, and enhance the overall customer support experience.

I am	<small>Describe the customer with labels—who are they?</small> Describe the customer with labels —who are
I'm trying to	<small>List the thing they are trying to achieve</small> List the thing they are trying to achieve here
but	<small>Describe what barriers stand in that way—what is stopping the flow now?</small> Describe what barriers stand in their way
because	<small>Enter the root cause of the problem or barrier(s) exist</small> Describe the reason the problems or barriers
which makes me feel	<small>which makes me feel</small> Describe the emotions the result from experiencing the problems or barriers

Reference : <https://miro.com/templates/customer-problem-statement/>

Example:



Problem Statement(PS)	I am (customer)	I’m trying to	But	Because	Which makes me feel
PS-1					
PS-2					