

Ideation Phase

Brainstorm & Idea Prioritization Template

Date	20 February 2026
Team ID	LTVIP2026TMIDS74504
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Brainstorm & Idea Prioritization :

Our team conducted a brainstorming session to discuss the challenges in the current ticket assignment process. We identified that manual ticket assignment is time-consuming and may lead to incorrect assignment. This causes delays in resolving customer issues and reduces overall efficiency. After discussion, we selected the problem statement: Manual ticket assignment reduces efficiency and needs an automated system to assign tickets based on roles and groups.

Step-1: Team Gathering, Collaboration and Select the Problem Statement

 **Team gathering**

Invite all your team members to gather and discuss the problem. Ensure everyone is aligned and contribute their observations.

Meeting invite 7 stakeholders

 **Define your problem statement**

Discuss and agree on a clear problem statement focused on improving ticket assignment for support operations.

Our problem statement is:

Manual ticket assignment process delays support resolution and reduces team efficiency

 **Key roles of brainstorming**

Agree upon the key roles of brainstorming to ensure productive and inclusive problem solving.

	A facilitator Guides the discussion
	A scribe Notes down ideas
	A timekeeper Keeps track of time
	Everyone contributes Participates with ideas



Step-2: Brainstorm, Idea Listing and Grouping

Brainstorm and discuss possible ideas with your team and group similar ones into relevant categories that address the problem.

Users	Roles	Groups	ACL	Flow Designer	Brainstorm tips
• Automate user creation	• Auto-assign roles based job title	• Auto-create groups based on department	• Auto-generate ACLs for new	• Automate approval workflows	<ul style="list-style-type: none">• Encourage free thinking
• Bulk update user records	• Manage role dependencies	• Set rules for group membership	• Set role-based ACL templates	• Set conditions for triggers	<ul style="list-style-type: none">• Aim for quantity, not quality initially
• Set alerts for inactive users	• Create role assignment rules	• Assign tasks to groups	• Audit and clean up old ACLs	• Design reusable flow templates	<ul style="list-style-type: none">• Don't criticize ideas during brainstorm
• Automate prioritization	• Audit assigned roles	• Notify inactive groups	• Manage dynamic ACLs	• Define complex workflows	<ul style="list-style-type: none">• Group similar ideas into categories



Step-3: Idea Prioritization

Prioritize ideas based on their impact and feasibility by placing them in a quadrant ranging from high to low impact and feasibility. Focus on ideas with the most impact and easier implementation.

