

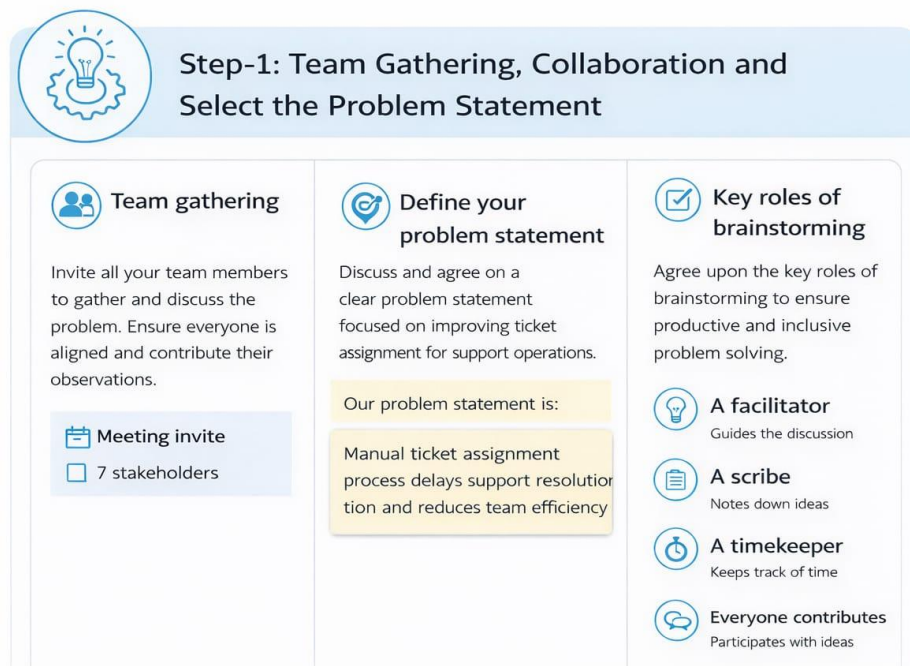
Ideation Phase

Brainstorm & Idea Prioritization Template

Date	20 February 2026
Team ID	LTVIP2026TMID574504
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-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
<ul style="list-style-type: none">• Automate user creation• Bulk update user records• Set alerts for inactive users• Automate prioritization	<ul style="list-style-type: none">• Auto-assign roles based on job title• Manage role dependencies• Create role assignment rules• Audit assigned roles	<ul style="list-style-type: none">• Auto-create groups based on department• Set rules for group membership• Assign tasks to groups• Notify inactive groups	<ul style="list-style-type: none">• Auto-generate ACLs for new• Set role-based ACL templates• Audit and clean up old ACLs• Manage dynamic ACLs	<ul style="list-style-type: none">• Automate approval workflows• Set conditions for triggers• Design reusable flow templates• Define complex workflows

Brainstorm tips

- Encourage free thinking
- Aim for quantity, not quality initially
- Don't criticize ideas during brainstorm
- 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.

