Ideation Phase
Define the Problem Statements

Date	20 February 2026
Team ID	LTVIP2026TMIDS74504
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Customer Problem Statement Template:

Support teams face difficulty in managing and assigning support tickets efficiently. The current process involves manual ticket assignment, which takes more time and may result in incorrect assignment to teams. This causes delays in resolving customer issues and reduces overall productivity

To solve this problem, an automated ticket assignment system is needed that assigns tickets based on predefined roles, groups, and access controls. This will improve efficiency, ensure correct assignment, and enhance support team performance.

I am	I am a support team manager responsible for handling and assigning customer support tickets.
I'm trying to	I'm trying to assign support tickets to the correct team members quickly and efficiently.
but	But the ticket assignment process is done manually, which takes more time and sometimes tickets are assigned to the wrong team.
because	Because there is no automated system to assign tickets based on roles, groups, and responsibilities.
which makes me feel	Which makes me feel frustrated and concerned, as it delays ticket resolution and reduces team productivity.

Example:

I am	I'm trying to	But	Because	Which makes me feel
a support team manager	assign tickets quickly and efficiently	assignment is manual and slow	there is no automated system	Frustrated and stressed

Problem Statement (PS)	I am	I'm trying	But	Because	Which makes me feel
PS-1	a support team manager	assign support tickets to the correct team quickly and efficiently	the ticket assignment is manual and slow	there is no automated system for roles/groups	Frustrated and stressed
PS-2	a customer waiting for support	get quick help to resolve my issue	there is a delay in ticket assignment	tickets may be assigned to the wrong group	Impatient and dissatisfied