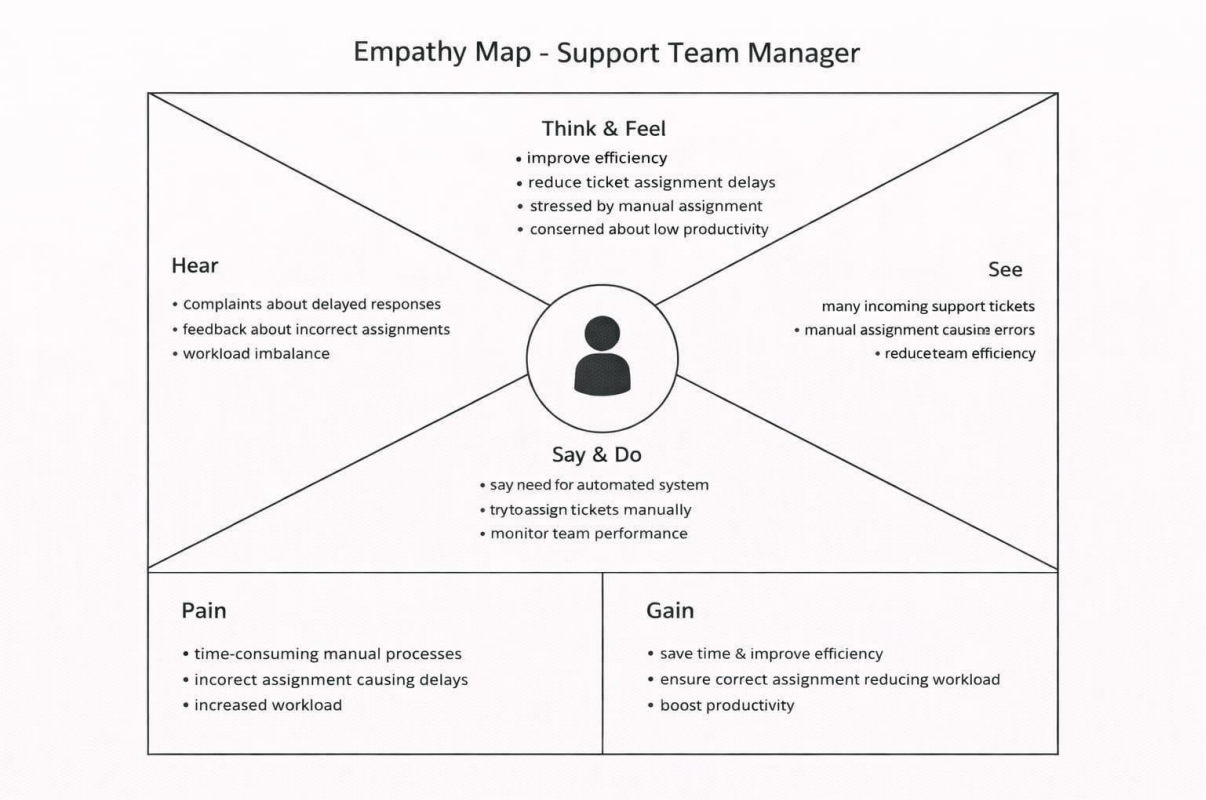
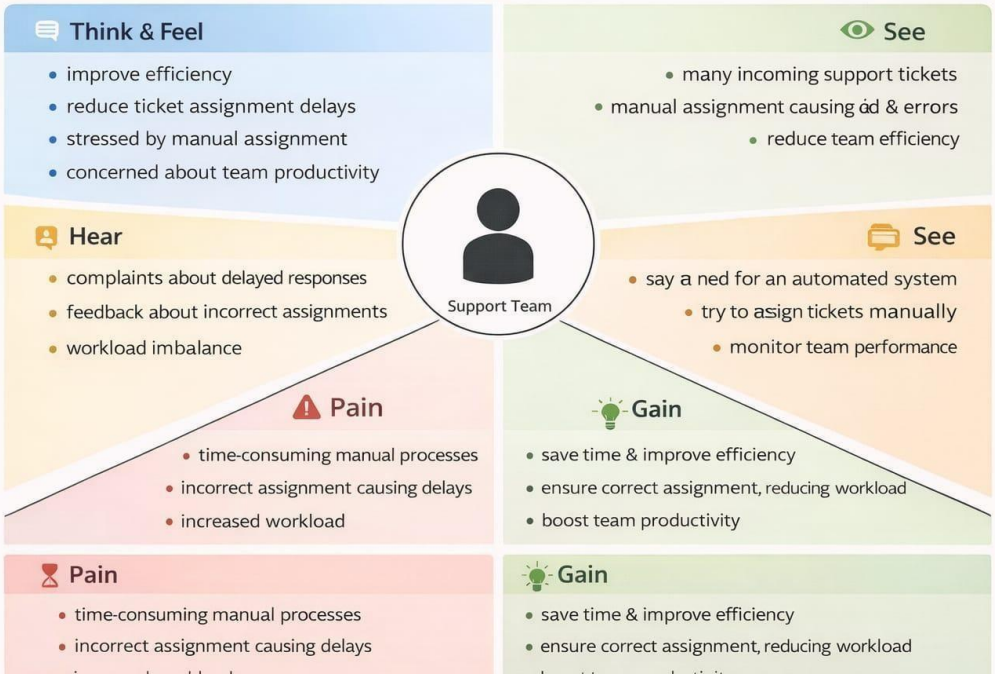
Ideation Phase
Empathize & Discover

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

Empathy Map Canvas:

The support team manager handles and assigns customer support tickets and wants to improve efficiency and reduce delays. However, manual ticket assignment takes more time and sometimes results in incorrect assignment, causing stress and reduced productivity. They hear complaints about delays and see inefficiencies in the process. An automated ticket assignment system would help assign tickets correctly, save time, and improve overall support team performance. **Example:**



Example: Streamlining Ticket Assignment for Efficient Support Operations