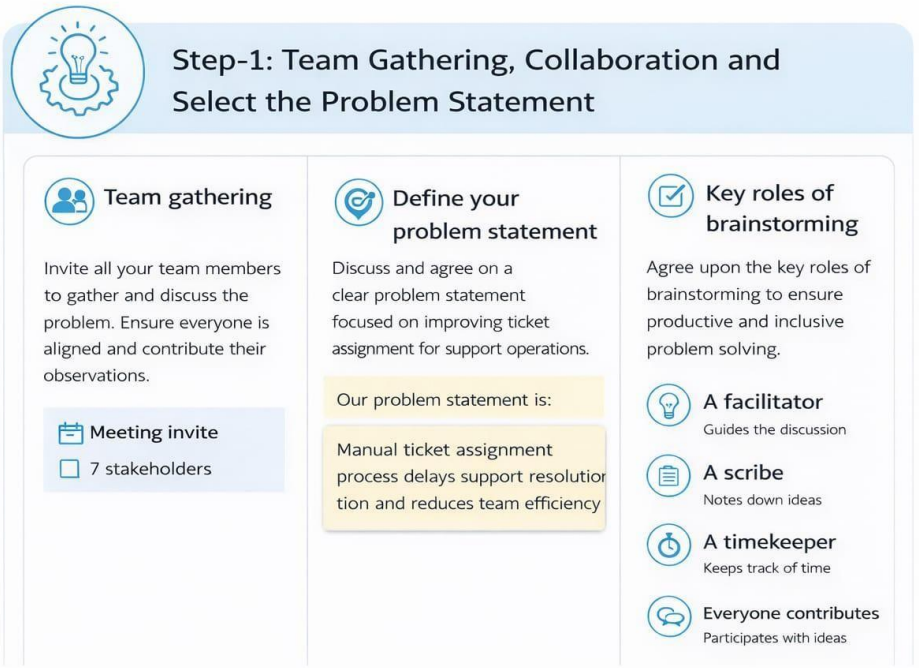
Ideation Phase
Brainstorm & Idea Prioritization Template

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.



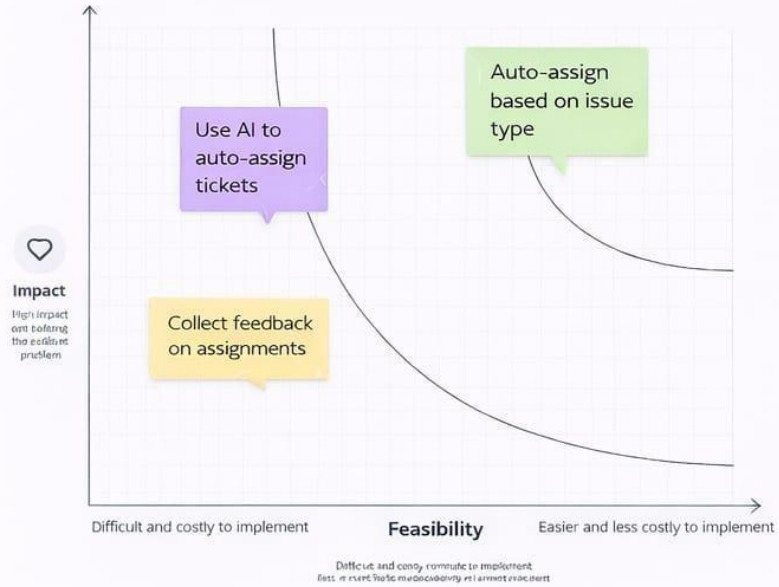
Step-2: Brainstorm, Idea Listing and Grouping

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
• Automate user creation	• Auto-assign roles based job title	• Auto-create groups based on department	• Auto-generate ACLs for new	• Automate approval workflows
• Bulk update user records	• Manage role dependencies	• Set rules for group membership	• Set role-based ACL templates	• Set conditions for triggers
• Set alerts for inactive users	• Create role assignment rules	• Assign tasks to groups	• Audit and clean up old ACLs	• Design reusable flow templates
• Automate prioritization	• Audit assigned roles	• Notify inactive groups	• Manage dynamic ACLs	• 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.