

<b>Date</b>	31/10/2025
Time id	NM2025TMID02533
<b>Project name</b>	Streamlining Ticket Assignment for Efficient Support Operations
<b>Maximum mark</b>	2 marks

## PROJECT DESIGN PHASE

### PROPOSED SOLUTION

#### Proposed solution template

S.No	Problem Area	Proposed Solution	Expected Outcome
1	Manual ticket assignment causes delays and uneven workload.	Implement an <b>automated ticket routing system</b> that assigns tickets based on agent skill, workload, and availability.	Reduced response time and balanced workload among support agents.
2	Lack of visibility into ticket status and assignment history.	Introduce a <b>real-time dashboard</b> showing ticket status, agent performance, and workload metrics.	Improved transparency and accountability in ticket handling.
3	Frequent ticket misassignments due to unclear categorization.	Use <b>AI-based classification</b> to analyze ticket content and automatically determine category and priority.	Accurate routing and faster ticket resolution.
4	Delays in manual escalations and reassignment processes.	Enable <b>automated escalation workflows</b> when tickets remain unresolved beyond SLA thresholds.	Timely escalations and higher customer satisfaction.
5	Difficulty tracking agent efficiency and workload distribution.	Implement <b>performance analytics and reports</b> for managers.	Data-driven performance evaluation and resource optimization.
6	Lack of integration between support tools and databases.	Develop <b>API-based integration modules</b> with ServiceNow, Jira, or Zendesk.	Seamless data exchange and unified support system.
7	Risk of data inconsistency and audit gaps.	Add <b>audit trails and logging mechanisms</b> for every ticket assignment and update.	Secure and compliant incident management process.

## Conclusion

Mananal utilmoits the critical compensationfficient challenges lay sing intelligent algorithms to prioritize tickets based on agent skill, workload and availability. Automated assignment optimizes reaptary contelliy and increases ttiinly resoiulition. enhanling timely resolution of ticket progress and metrics via dle llve dashboard for enhancement audit trails and integration with reassuracy d algorithms to ensure timely resolution af tickets according to optimal workload management.

S.No	Problem Areas	Proposed Solution	Expected Outcome
1	Automatic Ticket assignment causes delays	Implement an <b>automated ticket routing system</b>	Reduced response time and buisneed workload
2	Priority Handling	Introduce a <b>real-time dashboard</b>	Reduced transpated accountability
3	Manual Reassignment	Managers a <b>classification</b> to analyze tubet	Accurate routing and llstar ticket resouation
4	Agent Availability Tracking	Use AI dashboard	Timely escalations and higher customer
4	Performance Dashboard	Enable <b>automateescalation workflows</b>	Timely escalations and higher time/
5	Security & Data Leaking	Data Encryption Data Transfer, Lineage	Timely escalations, increasing co capite