

Ideation Phase

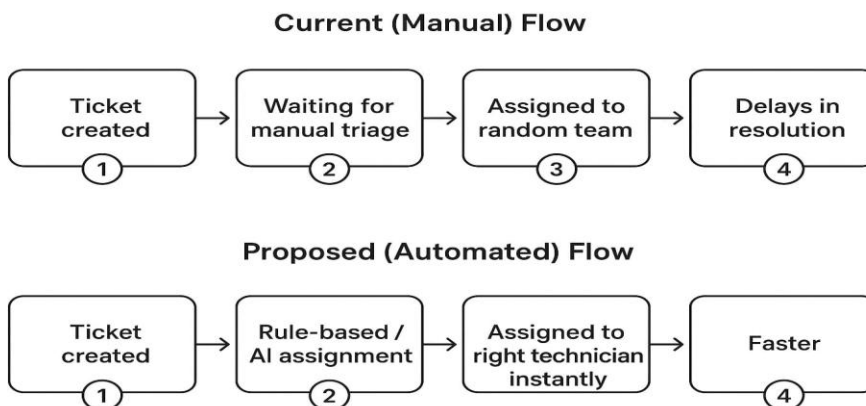
Date	31/10/2025
Team ID	NM2025TMID02533
Project name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum mark	

Brainstorm, Idea prioritization

Ideation Phase

The Ideation Phase focused on generating innovative and practical solutions to improve the efficiency and accuracy of the ticket assignment process within the support operations workflow. Building upon the insights gathered during the problem identification and research phases, this stage aimed to explore multiple ideas that could address the key challenges—such as delayed response times, uneven workload distribution, and lack of automation in ticket routing.

Step 1: Team Gathering, Collaboration and Select the Problem statement



Step 2: Brainstorm, Idea Listing, Grouping

Step-2: Brainstorm, Idea Listing and Grouping

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Brainstorm

Write down any ideats that come to mind that address your problem statement.

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The diagram illustrates the decomposition of a 2x2 grid into four 1x1 grids, each labeled with a person's name: Amar, Yuktash, Person 3, and Person 4. The 'Need' is highlighted in the top-left cell of the first grid.

Amar	Yuktash	Person 3	Person 4
Need			

Person 5	Person 6	Person 7	Person 8

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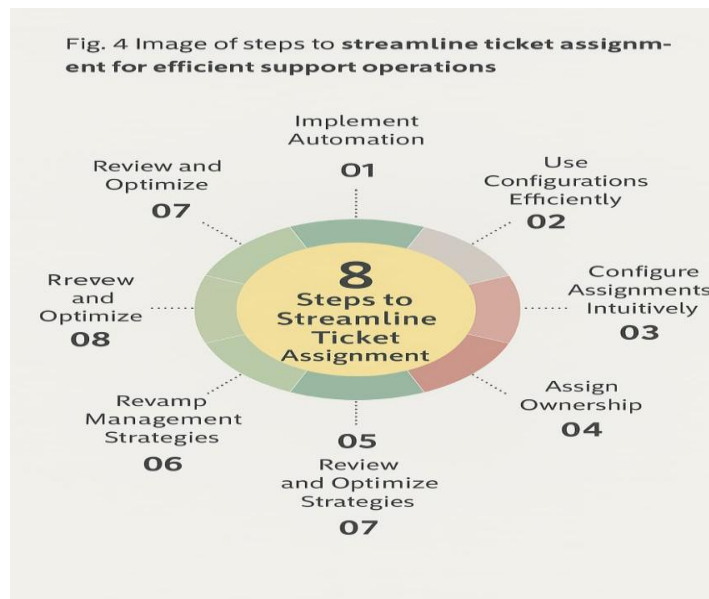
Group Ideas

Take turns sharing your ideas while clustering similar or related notes as you go. In the first 10 minutes, give each cluster a sentence like label. If a cluster is bigger than *steatickymotes*, *my* and see if you break it up into smaller sub-groups.

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Step 3 : Idea prioritization

Fig. 4 Image of steps to **streamline ticket assignment for efficient support operations**



During the idea prioritization stage of the *Streamlining Ticket Assignment for Efficient Support Operations* project, all proposed ideas were evaluated based on feasibility, impact, cost, and implementation time. Each concept—such as automated ticket classification, intelligent routing, and workload balancing—was scored using a prioritization matrix. The team focused on selecting ideas that offered maximum efficiency gains with minimal complexity. After analysis and group discussions, the intelligent routing algorithm and automated classification system were identified as top priorities. These ideas were chosen for their potential to significantly reduce response times and optimize support workflows.