

Date	31/10/2025
Time id	NM2025TMID02533
Project name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum mark	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 automated ticket routing system 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 real-time dashboard showing ticket status, agent performance, and workload metrics.	Improved transparency and accountability in ticket handling.
3	Frequent ticket misassignments due to unclear categorization.	Use AI-based classification 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 automated escalation workflows when tickets remain unresolved beyond SLA thresholds.	Timely escalations and higher customer satisfaction.
5	Difficulty tracking agent efficiency and workload distribution.	Implement performance analytics and reports for managers.	Data-driven performance evaluation and resource optimization.
6	Lack of integration between support tools and databases.	Develop API-based integration modules with ServiceNow, Jira, or Zendesk.	Seamless data exchange and unified support system.
7	Risk of data inconsistency and audit gaps.	Add audit trails and logging mechanisms for every ticket assignment and update.	Secure and compliant incident management process.

Conclusion

Manual utilization of the critical compensation efficient challenges lay sing intelligent algorithms to prioritize tickets based on agent skill, workload and availability. Automated assignment optimizes reputary contelliy and increases ttainely resoiiution. ennhanling timely resolution of ticket progress and metrics via dle lve dashboard for enhancement audit trails and integration with reassuracys 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 automated ticket routing system	Reduced response time and buisneed workload
2	Priority Handling	Introduce a real-time dashboard	Reduced transpated accountaibility
3	Manual Reassignment	Managers a classification to analyze tubet	Accurate routing and listtur ticket resouation
4	Agent Availability Tracking	Use AI dashboard	Timely escalations and higher customer
4	Performance Dashboard	Enable automaterescalation workflows	Timely escalations and higher time/
5	Security & Line-selectman Lever	Data Encryption Class Toentek lines	Timely escalations, increasing capacity