**Ideation Phase**

**Define the Problem Statements**

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| Date | 30/10/2025 |
| Team ID | NM2025TMID08321 |
| Project Name | Streamlining Ticket Assignment for Efficient Support Operations |
| Maximum Marks | 100 |

**Customer Problem Statement :**

A Problem Statement content for streamlining a ticket assignment system should focus on the negative impacts of the current process on both the business and the customer experience. It should avoid proposing specific solutions and instead clearly articulate the symptoms, root causes, and business consequences.

Our current manual or rule-based ticket assignment system is inefficient, leading to delays and errors in routing customer issues. This results in increased first response and resolution times, a high rate of misrouted tickets, and uneven agent workloads. Ultimately, these issues cause significant customer frustration, potential churn, and lower team productivity. We need to streamline our ticket assignment process to improve efficiency, reduce operational costs, and enhance the overall customer experience.

