

Project Design Phase
Proposed Solution

Date	2 Nov 2025
Team ID	NM2025TMID08174
Project Name	Streamlining Ticket Assignment for Effective Support System
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In many support systems, tickets are manually assigned, leading to uneven workload distribution, slower response times, and decreased efficiency..
2.	Idea / Solution description	An automated rule-based system is developed to streamline ticket assignment. It analyzes factors such as ticket priority, agent workload, and skill level to automatically assign tickets.
3.	Novelty / Uniqueness	It eliminates manual intervention, ensures fair task distribution, and improves SLA compliance without relying on external plugins or complex AI modules.
4.	Social Impact / Customer Satisfaction	It ensures better accountability and reliability for IT support teams, avoiding mistakes that lead to process breakdowns.
5.	Business Model (Revenue Model)	Not applicable directly, but can save time, reduce data corruption, and avoid miscommunication — leading to cost-effective ITSM operations for companies.
6.	Scalability of the Solution	The solution can be extended to include other modules like Change Requests or Problem Tickets. It can also be adapted for role-based restrictions in large teams.

Conclusion

The project “Streamlining Ticket Assignment for Effective Support System” addresses a crucial challenge in IT support management, where manual ticket distribution unevenly distributes workloads, and reduces customer satisfaction. The solution not only enhances ticket resolution speed and accuracy, but also promotes better resource utilization and service consistency. With the successful implementation of rule-driven automation, real-time monitoring, and continuous performance evaluation, this system lays a strong foundation for building smarter, faster, and more reliable support operations in modern enterprise environments.

Reference: Infographic created using MidJourney.

Solution Description:

The project “Streamlining Ticket Assignment for Effective Support System” aims to automate and optimize the ticket distribution process in IT support environments. The solution uses rule-based logic to evaluate ticket parameters such as category, priority, and agent workload before automatically assigning them to the appropriate support personnel.