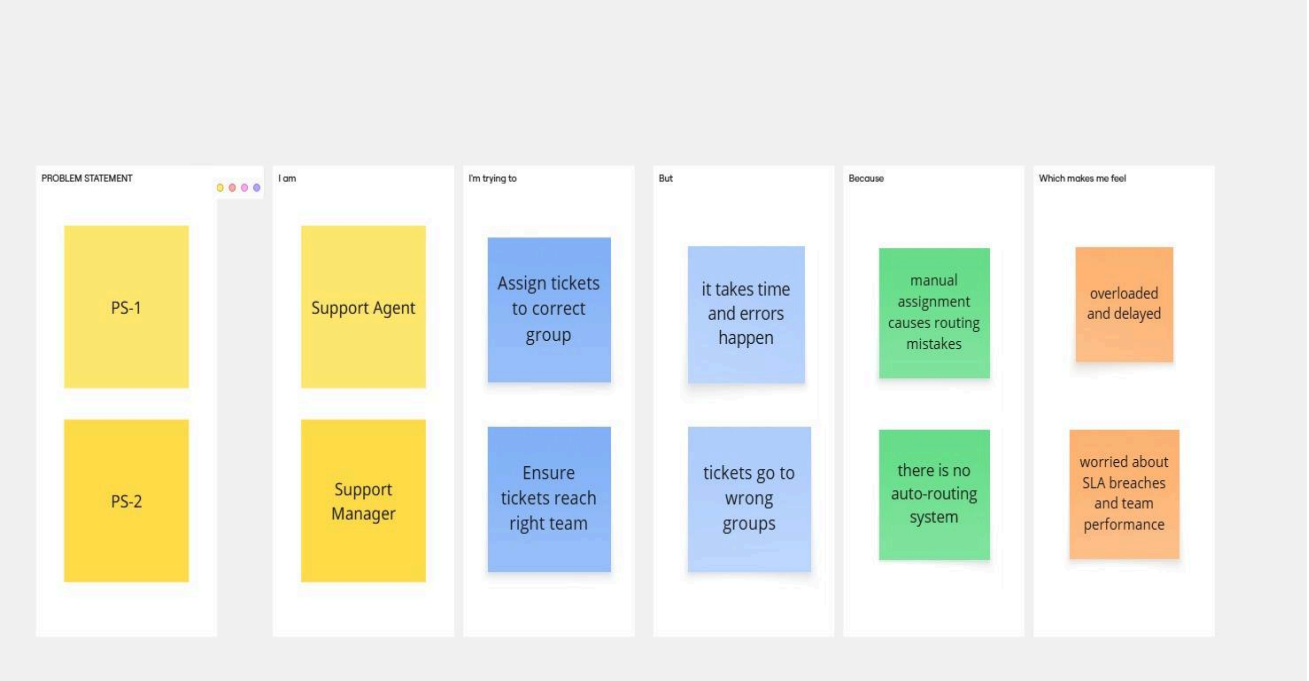
Ideation Phase
Define the Problem Statements

Date	1 NOVEMBER 2025
Team ID	4A9D1AB219B3048A63B4940AA2B4D0E4
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Support Agent	Assign tickets to correct group	it takes time and errors happen	manual assignment causes routing mistakes	overloaded and delayed
PS-2	Support Manager	Ensure tickets reach right team	tickets go to wrong groups	there is no auto-routing system	worried about SLA breaches and team performance