

Project Design Phase
Solution Architecture

Date	1 NOVEMBER 2025
Team ID	NM2025TMID08026
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Solution Architecture:

Goals of the Architecture:

- Automate ticket assignment based on priority, agent skills, and workload
- Improve response time and SLA compliance in support operations
- Reduce manual effort and eliminate assignment errors

Key Components:

- Ticket Management System / Helpdesk Platform
- Ticket intake module (where new tickets are created or received)
- Ticket assignment automation engine
- Agent profile database (skills, role, workload, availability)
- SLA and Priority rules engine
- Monitoring & Analytics dashboard

Development Phases:

1. Gather ticket workflow details and agent skill data
2. Define rules for priority-based and skill-based ticket routing
3. Develop and integrate the automated assignment logic
4. Test ticket assignment with real-time scenarios and refine rules

⊗ Solution Architecture Description:

This architecture automates ticket assignment by analyzing ticket priority, type, and agent skills. Tickets are automatically routed to the most suitable and available support engineer, ensuring fair workload distribution and faster response times. The system reduces manual effort, prevents assignment delays, and improves overall support efficiency and customer satisfaction.

Solution Architecture Diagram:

