Project design phase

Solution Architecture

Date	01 Nov 2025
Team ID	NM2025TMID06891
Project name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4

Solution Architecture :

🎯 Goals of the Architecture

- Automate ticket assignment using rule-based and skill-based logic.
- Ensure scalability and flexibility for future enhancements.
- Improve system performance and reduce response time.
- Maintain data integrity, transparency, and security.
- Provide seamless integration with existing support platforms like ServiceNow or Jira.

⚙ Key Components

- **User Interface (UI):** For agents and administrators to view, manage, and track tickets.
- **Automation Engine:** Core logic that processes rules and assigns tickets automatically.
- **Database:** Stores ticket details, agent profiles, and historical data.
- **Analytics Dashboard:** Provides real-time insights on performance, workload, and ticket status.

- **Integration Layer (API):** Connects the system with external helpdesk tools and platforms.

□ Development Phases

- **Phase 1:** Requirement gathering and system design.
- **Phase 2:** UI/UX development for ticket management.
- **Phase 3:** Implementation of automation logic and rule-based assignment.
- **Phase 4:** Database integration and analytics dashboard setup.
- **Phase 5:** Testing, deployment, and performance optimization.

□ Solution Architecture Description

The proposed solution architecture for *"Streamlining Ticket Assignment for Efficient Support Operations"* is designed to automate and optimize the entire ticket handling workflow. It consists of a user-friendly interface where tickets are logged and monitored, an automation engine that assigns tickets based on priority, skill, and workload, and a centralized database to store all related data securely. The analytics dashboard provides real-time insights for administrators to monitor efficiency, while the integration layer ensures seamless connectivity with existing systems. This architecture ensures a scalable, efficient, and transparent support process that enhances response speed, accuracy, and overall service quality.

Example of solution of architecture: