Project Design Phase

Proposed Solution

Date	29 October 2025
Team ID	NM2025TMID08331
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved n)	customer support systems, tickets are often assigned ma
2.	Idea / Solution Description	The solution introduces an automated ticket assignment sy
3.	Novelty / Uniqueness	The project applies intelligent rule-based assignment algori
4.	Social Impact / Customer Satisfaction	By reducing response time and improving workload balance
5.	Business Model (Revenue Model)	While not a direct revenue model, the system helps busines
6.	Scalability of the Solution	The system can be extended to handle multi-department tic

Conclusion

The project **"Streamlining Ticket Assignment for Efficient Support Operations"** addresses a major challenge in

customer support management by eliminating inefficiencies caused by manual ticket allocation. By automating ticket

distribution based on agent skills, workload, and ticket priority, the project improves accuracy, response time, and

fairness in support operations.

This solution not only enhances customer satisfaction but also ensures balanced workloads and increased team

productivity. With the successful integration of rule-based logic and real-time monitoring, the system establishes a

foundation for building intelligent, scalable, and efficient support platforms that deliver consistent and high-quality

service experiences across enterprises.

Solution Description:

To address inefficiencies in manual ticket assignment, this project implements an automated ticket distribution system that assigns tickets dynamically based on agent skill, workload, and ticket priority. The logic ensures that no agent is overloaded and each ticket is handled by the most qualified person, resulting in balanced workloads and faster resolution times.

This solution leverages simple, rule-based automation that can easily integrate with existing customer support systems. It improves efficiency, transparency, and accountability while maintaining scalability for future integration with analytics or AI-driven enhancements. Ultimately, it helps support teams operate more effectively, increasing overall service quality and customer satisfaction.