

Ideation Phase

Define the Problem Statement

Date: 01 November 2025

Team ID: NM2025TMID03313

Project Name: *Streamlining Ticket Assignment for Efficient Support Operations***Maximum Marks:** 2 Marks

Customer Problem Statement Template:

Support teams often face challenges in managing and assigning tickets efficiently across departments.

Tickets are sometimes misrouted, delayed, or remain unattended due to manual assignment processes and lack of visibility into workload distribution.

This leads to slower response times, reduced customer satisfaction, and increased operational costs.

Team leads struggle to balance workloads, and agents spend unnecessary time figuring out which tickets to pick.

They need an automated and intelligent ticket assignment system that ensures fair distribution, faster response, and transparent tracking.

Such a system will streamline workflows, improve team productivity, and enhance customer experience.

Ticket Assignment Problems & Solutions

Problem	Description	Solution
Slow Ticket Assignment	Assigning tickets manually is slow and wastes time.	Use an automatic system to quickly assign tickets.
Wrong Ticket Routing	Tickets often go to the wrong agent causing confusion.	Route tickets based on agent skills and availability.
Uneven Workload	Some agents get too many tickets while others get too few.	Balance the number of tickets fairly among agents.
Delayed Responses	Customers wait too long for help because tickets aren't assigned fast.	Set priorities and deadlines for faster response.
Low Customer Satisfaction	Customers are unhappy because problems take too long to fix.	Improve customer satisfaction by faster and better service.

Reference: <https://aws.amazon.com/architecture/>

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Support Agent	Manage and resolve tickets quickly	The tickets are not prioritized or evenly assigned	The manual process leads to confusion and delays	Overwhelmed and inefficient
PS-2	A Team Lead	Distribute tickets evenly among agents	The system doesn't analyze workload or skill match	There's no automated logic for ticket routing	Frustrated and unable to ensure fairness

Problem Statement PS-1:

As a support agent, I am trying to resolve customer issues quickly, but the current system assigns tickets manually without priority or workload balance.

This causes uneven workloads and delays in resolution, making me feel inefficient and stressed. An automated ticket assignment and prioritization feature would help me focus on solving problems instead of managing queues.

Problem Statement PS-2:

As a team lead, I want to monitor and assign support tickets efficiently, but the current process lacks automation and workload insights. This results in unbalanced task distribution and slower turnaround times. A smart ticket routing mechanism based on agent availability, skill level, and priority would streamline operations and ensure faster, more reliable support.