# Project Design Phase

# Problem – Solution Fit Template

| Date: | 1 NOVEMBER 2025 |
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| Team ID: | NM2025TMID02509 |
| Project Name: | *Streamlining Ticket Assignment for Efficient Support Operations* |
| Maximum Marks: | 2 Marks |

In traditional IT support environments, manual ticket assignment often leads to delayed resolutions, uneven workload distribution, and inefficient use of resources. To address these challenges, our project focuses on automating the ticket assignment process in **ServiceNow**, improving efficiency, accuracy, and transparency in support operations.

**Problem – Solution Fit**

| Aspect | Description |
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| **Problem Statement** | The manual process of assigning support tickets results in uneven workload, delayed responses, and limited visibility. Support teams spend additional time sorting and routing tickets, which slows down issue resolution and impacts service quality. |
| **Proposed Solution** | Implement an **Automated Ticket Assignment System** using ServiceNow's **Flow Designer**, **Tables**, and **ACLs** to automatically route tickets to the appropriate groups (Certificates or Platform) based on the issue type. This eliminates manual assignment delays and ensures tickets reach the right team instantly. |
| **Key Objectives** | - Automate ticket routing and reduce manual intervention.<br>- Ensure efficient and accurate ticket distribution.<br>- Balance workload among agents.<br>- Enhance transparency through real-time visibility of ticket flow. |
| **Target Users** | - IT Support Agents<br>- System Administrators<br>- Service Managers |
| **Core Features / Functionality** | - **User & Group Creation:** Configured users and groups (Certificates & Platform).<br>- **Role Assignment:** Assigned specific roles |

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| | (Certification_role, Platform_role). <br> - **Table Creation:** Designed an *Operations related* table with issue field choices. <br> - **ACL Setup:** Secured access using role-based permissions. <br> - **Flow Designer Automation:** Built two automated flows: <br> → *Regarding Certificates* → routes to Certificates Group <br> → *Regarding Platform* → routes to Platform Group. <br> - **Testing & Activation:** Verified and activated flows to ensure correct functionality. |
| **Expected Outcomes** | - Reduced average ticket assignment and resolution time. <br> - Improved productivity and efficiency among support teams. <br> - Automated routing ensures consistent and error-free assignment. <br> - Enhanced transparency and reporting for managers. |
| **Technology Used** | - **ServiceNow Platform** <br> - **Flow Designer** (for automation) <br> - **ACLs and Roles** (for security) <br> - **Custom Tables & Choice Fields** (for data organization) |
| **Success Metrics** | - At least **40–50% reduction** in ticket assignment time. <br> - **100% accuracy** in automated routing based on issue type. <br> - **Increased customer satisfaction** due to faster resolutions. |