Project Design Phase

Solution Architecture

Date	2 NOVEMBER 2025
Team ID	NM2025TMID02018
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Solution Architecture:

Goals of the Architecture:

- Automate ticket assignment to improve response efficiency.
- Ensure balanced workload distribution among support groups.
- Reduce manual intervention and errors in ticket allocation.
- Enhance overall service quality and customer satisfaction.

Key Components:

- **Incident Table** (stores and tracks ticket details)
- **Assignment Rules / Flow Designer** (automates ticket routing)
- **Support Group Table** (defines available teams and agents)
- **User Table** (contains user and agent profiles)
- **Business Rules / Conditions** (determine ticket routing logic based on priority, category, or impact)

Development Phases:

1. Define Ticket Categories and Priority Levels
2. Create User Roles and Support Groups
3. Configure Automated Assignment Flow
4. Test Ticket Creation and Auto-assignment Functionality
5. Validate System Performance and Response Accuracy

🧩 Solution Architecture Description:

The solution architecture is designed to streamline ticket assignment for efficient support operations within the ServiceNow platform. It automates the process of assigning incidents to the appropriate support group or technician based on predefined rules such as category, priority, and agent availability. By implementing assignment rules and workflow automation, the architecture minimizes manual intervention, reduces response time, and ensures balanced workload distribution

across teams. This approach leverages native ServiceNow functionalities, enabling better visibility, improved accountability, and enhanced customer satisfaction. The architecture is scalable, easy to configure, and adaptable to changing business needs, making support operations more efficient and reliable.

Example - Solution Architecture Diagram:

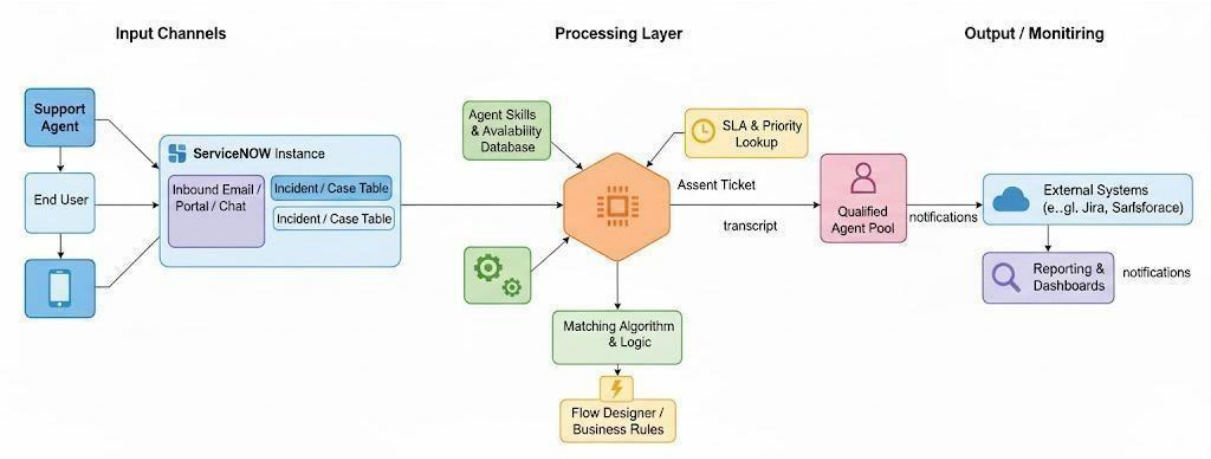

Figure 1: Architecture and data flow of the streamlining ticket assignment for efficient support operations