

Project Design phase-II

Technology Stack(Architecture & Stack)

Date	2 November 2025
Team ID	NM2025TMID0218
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Technical Architecture:

This project manages support operations efficiently by automating ticket creation, assignment, and tracking within the ServiceNow platform. It enables administrators to monitor all support requests, automatically assign tickets to suitable agents based on workload and expertise, and track progress through a centralized dashboard. The system ensures real-time updates, faster response times, and balanced workload distribution using ServiceNow's cloud-based workflows and business rules.

Example: Automated ticket assignment and performance monitoring in IT support environments using ServiceNow.

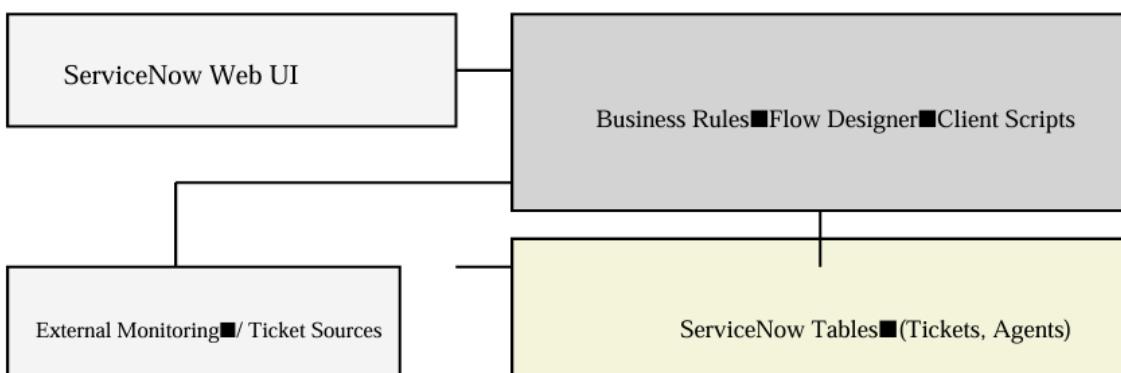


Table 1:Components&Technology

S.NO	Component	Technology
1	User Interface	ServiceNow Web UI/portal
2	Application Logic	Business Rules, Flow Designer ,Client Scripts
3	Data Base	ServiceNow Tables For Tickets, Agents, and Departments.
4	Cloud Hosting	ServiceNow Cloud(SaaS)
5	Notifications	ServiceNow Notification Engine

Table 2:Application Characteristics

S. No	Characteristics	Description
1	Open-Source Frameworks	Proprietary

2	Security Implementations	Restricted
3	Scalable Architecture	Expandable
4	Availability	Relaible
5	Performance	Optimized