

Project Design Phase

Proposed Solution

Date	2 NOVEMBER 2025
Team ID	NM2025TMID02018
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)	In many customer support teams, tickets are assigned manually, leading to delays, uneven workload, and lower productivity. This affects response time and reduces customer satisfaction.
2.	Idea / Solution description	The proposed system automates ticket assignment using predefined rules or AI algorithms. It assigns tickets based on agent expertise, availability, and workload, ensuring quick and fair distribution.
3.	Novelty / Uniqueness	The system introduces intelligent auto-assignment using machine learning or rule-based logic. It minimizes human effort while maintaining accuracy and balanced workload among agents.
4.	Social Impact / Customer Satisfaction	Customers receive faster responses and better support service. Support agents experience reduced pressure and improved collaboration, leading to higher overall satisfaction.
5.	Business Model (Revenue Model)	The solution helps companies reduce operational costs, save time, and boost efficiency. It can also be monetized as a feature for ITSM or CRM platforms.
6.	Scalability of the Solution	The system can be extended to handle large-scale operations, multiple departments, or diverse ticket categories. It easily adapts as the organization grows.

CONCLUSION

The project “streamlining ticket assignment for efficient support operations” focuses on improving the efficiency and accuracy of support processes by automating ticket assignments within platforms like ServiceNow. Manual ticket allocation often leads to delays, uneven workload distribution, and decreased productivity. By introducing an automated flow that assigns tickets to the most appropriate support group based on predefined rules, the project ensures faster response times, balanced workloads, and higher customer satisfaction. This solution not only enhances operational efficiency but also strengthens accountability and data consistency across IT support systems. With the implementation of rule-based automation, this project lays the groundwork for smarter, scalable, and more reliable IT service management in enterprise environments.

Solution Description:

To optimize ticket distribution in ServiceNow, the project implements an automated flow that intelligently assigns incoming tickets to the right support group based on conditions such as category, priority, or issue type. Users, roles, and groups are created and linked within the system, followed by defining access controls (ACLs) and business rules to maintain proper workflow. The automated flow continuously monitors ticket creation and ensures that every new ticket is routed to the appropriate group without manual intervention. This approach minimizes human errors, saves time, and enhances team productivity. Leveraging native ServiceNow capabilities, the solution remains plugin-free, cost-effective, and easily adaptable to various organizational needs, promoting smoother and more efficient support operations.