Project Design Phase

Proposed Solution

Date	01 November 2025
Team ID	NM2025TMID07096
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)**	Employees currently request laptops through a manual, time-consuming process lacking dynamic form behavior and accuracy checks. This causes delays, incomplete data, and inefficiency.
2.	**Idea / Solution Description**	Develop a **Service Catalog item** in ServiceNow for laptop requests with **dynamic fields**, **form reset option**, and **automated approval workflow**, ensuring easy requests, accurate data capture, and governance through update sets.
3.	**Novelty / Uniqueness**	Uses **native ServiceNow catalog functionalities** like client scripts, UI policies, and Flow Designer for automation—no third-party tools required. Provides real-time dynamic behavior and governance tracking.
4.	**Social Impact / Customer Satisfaction**	Simplifies IT asset requests, enhances employee experience, reduces approval delays, and ensures transparent tracking of laptop allocations—improving service satisfaction.
5.	**Business Model (Revenue Model)**	Not directly revenue-generating, but improves **operational efficiency**, reduces manual effort, and ensures better asset management—leading to cost savings for the organization.
6.	**Scalability of the Solution**	Can be easily extended to include **other IT assets** (desktops, monitors, accessories) or integrated with **Asset and Procurement modules** for end-to-end lifecycle automation.

Solution Description

To streamline and automate the support ticket assignment process in ServiceNow, an intelligent workflow-based system is developed to ensure faster and more accurate ticket routing. The solution automatically assigns incoming support requests to the appropriate agent or department based on parameters such as issue type, priority, and workload capacity.

The configuration utilizes **Flow Designer**, **Business Rules**, and **Assignment Workbench** to automate ticket distribution, trigger real-time notifications, and maintain transparency throughout the process. Additionally, **UI Policies** and **Client Scripts** are implemented to manage form behavior, ensure data consistency, and guide users effectively during ticket submission.

All configuration changes are tracked through **update sets** for proper governance and deployment control across ServiceNow environments. This solution reduces manual dependency, eliminates assignment delays, and ensures equal workload distribution among support teams. Overall, it enhances operational efficiency, improves response times, and provides complete traceability for audits and performance analysis.