Proposed Solution: Streamlining Ticket Assignment

Date	**01 NOVEMBER 2025**
Team ID	NM2025TMID01728
Topic Name	Streamlining Ticket Assignment for efficient support operation
Maximum Marks	4 Marks

S.No.	Parameter	Description
1.	**Problem Statement (Problem to be solved)**	In **Support Operations**, tickets are manually assigned based on a triage agent's capacity and judgment, leading to **slow first assignment times (TFAT)**, frequent **misassignment**, and **high agent stress**. This results in delayed resolution and reduced customer satisfaction.
2.	**Idea / Solution Description**	A business rule is implemented on the **ticketing platform (e.g., ServiceNow, Zendesk)** to deploy an **AI-driven routing engine**. This engine will automatically tag, prioritize, and assign new tickets to the most appropriate agent based on **ticket keywords (NLP)**, **agent skill set**, and **real-time capacity (load balancing)**.
3.	**Novelty / Uniqueness**	It addresses a critical real-world ITSM issue in a single, integrated workflow by leveraging **AI/ML capabilities** for smarter, instant routing, requiring **minimal manual intervention** (no external plugins needed for core logic).
4.	**Social Impact / Customer Satisfaction**	It ensures better accountability and reliability for customers by preventing delays caused by manual errors and inconsistent assignment, leading to a **faster First Response Time (FRT)**.
5.	**Business Model (Revenue Model)**	Not applicable directly, but can **save time, reduce operational costs** by minimizing reassignment/escalation errors, and improving **agent efficiency**—leading to cost-effective service delivery for the organization.
6.	**Scalability of the Solution**	The solution can be extended to include other modules like **Omnichannel routing** (e.g., chat, email) to assign tickets. It can also be adapted for **role-based and territory restrictions** in large, globally distributed support teams.

Conclusion

The project **"Streamlined Ticket Assignment for Efficient Support"** addresses a crucial gap in support operations by ensuring every ticket is **instantly and accurately routed** to the correct specialist. By deploying an intelligent assignment engine, we significantly improve **Ticket First Assignment Time (TFAT)**, **reduce the Ticket Reassignment Rate (TRR)**, and improve **agent morale**. With the successful implementation of an **AI-driven, skill-based, and capacity-aware routing logic** in platforms like ServiceNow, this solution not only safeguards efficient incident resolution workflows but also supports better workload management. This project sets a foundation for building **faster, more reliable, and less stressful** administrative systems in enterprise environments.

Solution Description:

To prevent the inefficiencies of manual triage in support operations, a customized business rule is deployed on the ITSM platform (e.g., ServiceNow) to automate the assignment process. This rule leverages **Natural Language Processing (NLP)** to analyze ticket descriptions and applies a weighted scoring system based on **agent skills, certification, and real-time workload**. This full-stack, native ticketing platform solution makes it simple, plug-and-play, and easily adaptable. The solution dramatically increases assignment accuracy and speed in ITSM operations, and helps avoid breakdowns in incident resolution workflows.