

# Project Documentation: FlightInsight – ServiceNow Intelligent Feedback Analysis

## 1. Project Overview

**Project Name:** FlightInsight

**Domain:** Aviation / IT Service Management

**Platform:** ServiceNow

**Role:** ServiceNow Developer

**Objective:**

FlightInsight is designed to automatically analyze all flight-related feedback submitted by personnel and detect unique or critical issues. Instead of manually reading all feedback, the system identifies major problems and alerts the respective specialist to take immediate action, improving operational efficiency and safety.

## 2. Problem Statement

Flight teams and maintenance personnel provide feedback daily about missing equipment, malfunctioning systems, or operational issues. Reading and analyzing every feedback manually is time-consuming and may delay critical actions. Organizations need an automated system that can intelligently identify unique or major problems from bulk feedback and notify the responsible specialist.

## 3. Solution

FlightInsight leverages ServiceNow to automatically analyze incoming feedback and detect issues that require specialist attention. Key functionalities include:

- Feedback Collection
- Automated Analysis
- Critical Issue Identification
- Specialist Notification
- Summary Dashboard
- Reporting & Analytics

## 4. Technical Architecture

**Components:**

- ServiceNow Platform
- Feedback Analysis Module
- Critical Issue Detector
- Notification Module
- Dashboard & Reporting

**Architecture Flow:**

- Feedback submitted via ServiceNow portal.
- FlightInsight reads and analyzes all feedback automatically.
- Critical or unique issues are identified by the analysis engine.
- Relevant specialists are notified for urgent actions.

- Dashboard and reports provide a summary of all feedback and issues.

## **5. Key Features**

- Automatic analysis of all submitted feedback.
- Detection of unique or major problems requiring specialist attention.
- Real-time notifications to the relevant specialist.
- Daily summary dashboards for feedback trends.
- Reporting and analytics to identify recurring issues.

## **6. Tools and Technologies**

- ServiceNow
- Business Rules / Flow Designer / Scripted APIs
- Optional AI/ML Tools
- ServiceNow Reporting & Performance Analytics

## **7. Benefits**

- Saves time by automating feedback analysis.
- Ensures critical problems are identified quickly.
- Alerts the right specialist for fast resolution.
- Improves operational efficiency and accountability.
- Provides actionable insights from daily feedback trends.

## **8. Future Enhancements**

- Integrate AI/ML models to improve detection of unique or major problems.
- Mobile notifications for specialists to act faster.
- Predictive analytics to anticipate potential issues based on feedback history.
- Integration with maintenance and inventory systems for automated remediation.

## **9. Team Members**

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