

Project Design Phase
Proposed Solution

Date	2 November 2025
Team ID	NM2025TMID07850
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 IT service management, manual ticket assignment often leads to delays, uneven workload distribution, and inefficient resolution processes. This results in slower response times, reduced customer satisfaction, and lack of accountability in support teams.
2.	Idea / Solution Description	The proposed solution automates the ticket assignment process using intelligent rules and AI-based logic. When a new ticket is created, the system analyzes parameters such as issue type, priority, and available agent workload. It then assigns the ticket automatically to the most suitable support engineer or team. This ensures faster, balanced, and efficient ticket handling.

3.	Novelty / Uniqueness	Unlike traditional manual ticket assignment, this system integrates automation and smart logic. It uses real-time workload data and agent skill mapping to ensure optimized distribution — minimizing idle time and overloading.
4.	Social Impact / Customer Satisfaction	Customers benefit from reduced response times, quicker resolutions, and transparent tracking of ticket progress. IT staff experience less stress from uneven workloads, leading to improved team morale and service quality.
5.	Business Model (Revenue Model)	The system helps organizations save time, reduce manpower costs, and improve operational efficiency. It can be implemented as an internal optimization tool or offered as a ServiceNow enhancement module to enterprises for subscription or licensing.
6.	Scalability of the Solution	The automation logic can be expanded to handle complex workflows — such as ticket escalation, SLA (Service Level Agreement) tracking, and integration with chatbots or email systems. It can also scale across departments or multiple support centers within an organization.

Conclusion

The project “Streamlining Ticket Assignment for Efficient Support Operations” focuses on transforming traditional manual support workflows into automated, intelligent systems. By leveraging AI and rule-based automation, the solution ensures faster ticket resolution, balanced workload distribution, and improved accountability within IT teams. This approach not only enhances customer satisfaction but also builds a strong foundation for data-driven decisionmaking and operational excellence in enterprise support systems.

Solution Description:

To improve the efficiency of ticket handling, the system automatically assigns incoming support tickets to appropriate agents or teams based on pre-defined rules such as priority level, ticket category, skillset, and workload availability. Using tools like ServiceNow Flow Designer or AI-based assignment engines, the system continuously monitors ticket queues, reallocating or escalating tickets as needed to ensure timely resolution. This reduces manual intervention, minimizes human error, and keeps service operations running smoothly.