

Project Design Phase

Problem - Solution Fit Template

Date	02-11-2025
Team ID	NM2025TMID04283
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Problem - Solution Fit:

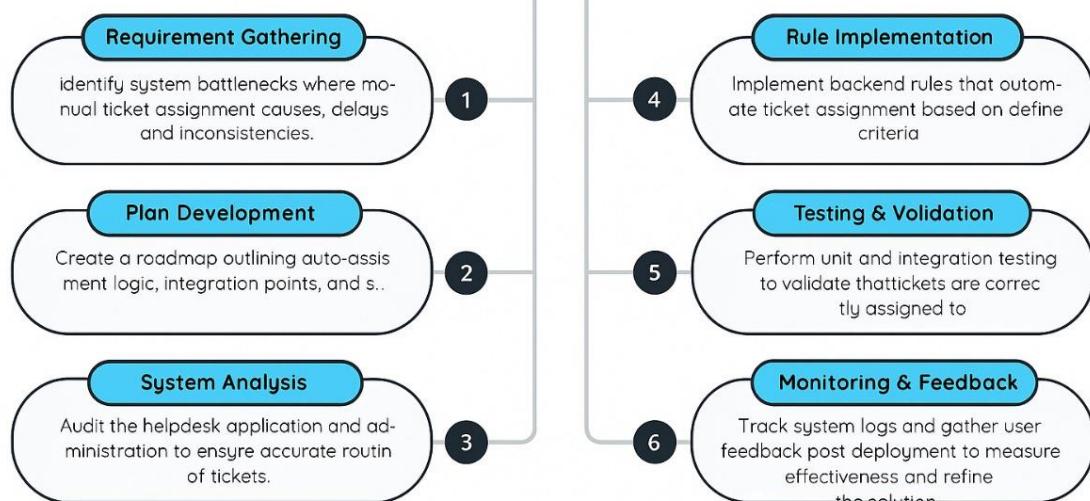
The Problem-Solution Fit identifies the challenge faced by users and validates that the proposed automation effectively resolves it.

This ensures the designed system directly addresses real issues in ticket management, leading to improved efficiency and satisfaction for both agents and customers.

Purpose:

- Solve manual ticket assignment challenges by introducing automation that fits existing support workflows.
- Increase operational speed and reduce workload imbalance through intelligent ticket routing.
- Enhance communication between users and support agents with faster resolution cycles.
- Improve transparency and monitoring by automating prioritization and escalation.
- Build user trust and system reliability by minimizing delays and human error in task assignment.

Streamlining Ticket Assignment for Efficient Support Operation



The project "Streamlining Ticket Assignment for Efficient Support Operations" addresses a critical gap in modern support systems where manual ticket handling slows down response times and burdens agents unevenly.

By implementing automated, rule-based ticket assignment, this system ensures every incoming request is efficiently routed to the most suitable agent based on skill, priority, and workload.

This solution strengthens productivity, maintains workflow balance, and ensures high service quality.

Through real-time analysis and workload tracking, the automation also enhances accountability and transparency across operations.

With successful deployment in ServiceNow, this model lays the groundwork for smarter, faster, and more efficient support management processes in enterprises.