

Project Design Phase

Proposed Solution

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

Proposed Solution:

| S.NO | Parameter | Description |
|------|---|--|
| 1. | Problem Statement (Problem to be solved) | In support operations, manual ticket assignment causes delays, uneven workload distribution, and poor response times. This leads to inefficiency and reduced customer satisfaction. |
| 2. | Idea / Solution Description | A rule-based automation system is implemented in ServiceNow to assign tickets automatically to agents based on skill set, workload, and availability. It ensures tickets are distributed fairly and resolved faster. |
| 3. | Novelty / Uniqueness | The solution introduces intelligent, automated ticket routing using ServiceNow's built-in capabilities. It eliminates manual assignment errors and improves operational speed without needing |

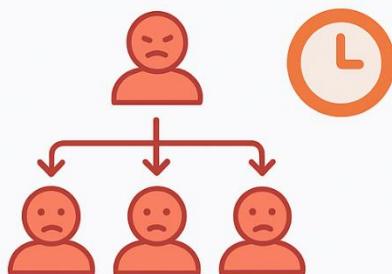
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| | | external tools. |
| 4. | Social Impact / Customer Satisfaction | The system enhances user experience and employee productivity. Customers benefit from quicker resolutions, while agents experience less stress and more balanced workloads. |
| 5. | Business Model (Revenue Model) | Although not directly revenue-generating, the solution helps organizations save time and operational costs by improving service quality and resource management. |
| 6. | Scalability of the Solution | The same model can be extended to handle Change Requests, Problem Tickets, and other workflow modules. It is adaptable for large teams and scalable across enterprise support systems. |

Proposed Solution

Streamlining Ticket for Efficient Support Operations

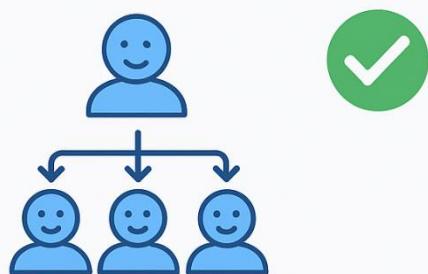
Problem

Manual ticket assignment causes delays, uneven workload distribution, and poor response times



Solution

Rule-based automation assigns tickets to agents based on skill, workload, and availability



Solution Description:

To improve efficiency in support operations, an automated ticket assignment workflow is designed in ServiceNow.

This system uses predefined rules and logic to analyze each incoming ticket's category, urgency, and complexity before assigning it to the most suitable agent.

By automating ticket routing and workload balancing, the system ensures reduced response time and enhanced service quality.

The solution is entirely built using native ServiceNow features, requiring no additional plugins. It boosts productivity, maintains transparency, and guarantees that customer issues are handled by the right people at the right time.