

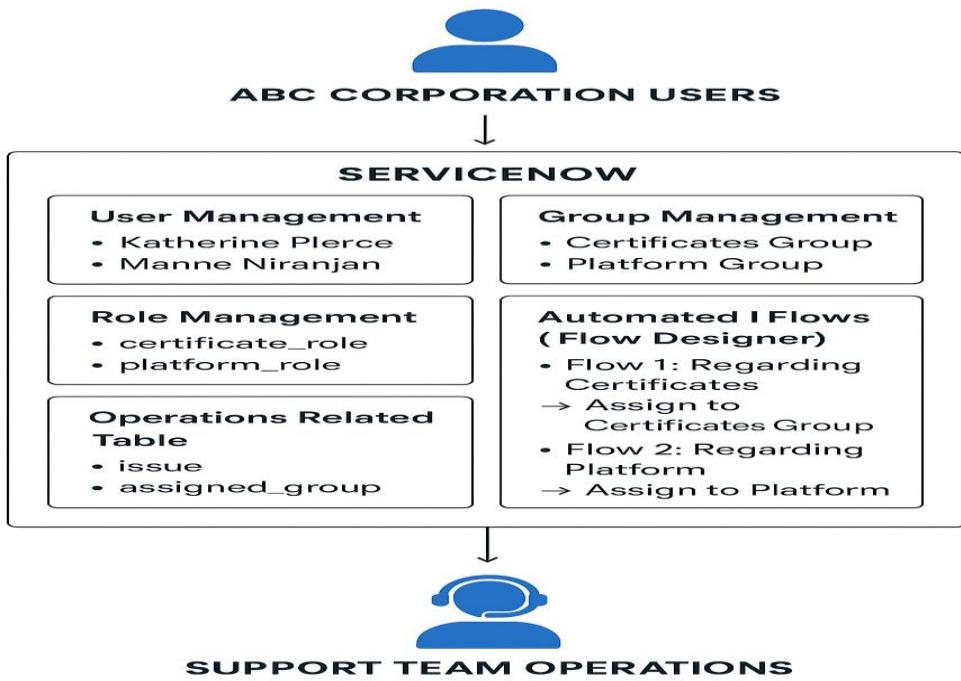
Solution Architecture Overview

Date	02 November 2025
Team ID	NM2025TMID07661
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

The system architecture consists of multiple layers integrated within the ServiceNow platform to automate ticket handling and assignment.

Components:

1. User Interface – Allows users to raise support tickets.
2. Workflow Engine – Manages automation rules and assignment logic.
3. Database – Stores ticket information, user data, and logs.
4. ServiceNow Modules – Handles configuration and custom automation scripts.
5. Notification System – Alerts agents upon ticket assignment.



Process Flow:

1. User submits a support request through the ServiceNow portal.
2. Workflow engine identifies ticket category and priority.
3. The system automatically assigns the ticket to an available and skilled agent.
4. Assigned agent is notified instantly.
5. Status is updated and monitored through the dashboard for tracking and reporting.