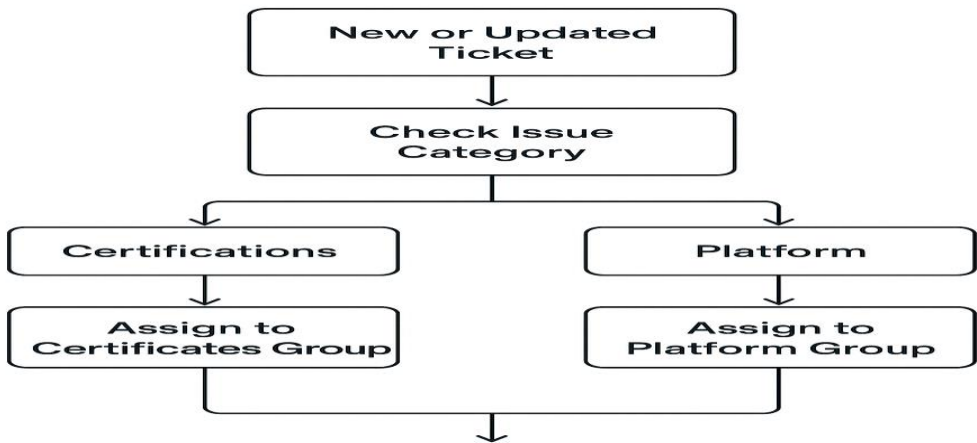


Proposed Solution

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

This project aims to automate the ticket assignment process in ServiceNow using rule-based workflows and predefined assignment conditions.

Ticket Assignment Workflow



Key Features:

- Automatic ticket routing based on category and priority.

- Skill-based and availability-based assignment of agents.
- Reduced manual intervention and faster response time.
- Monitoring and analytics dashboard for workload tracking.

Benefits:

- Improves operational efficiency.
- Ensures fair and balanced ticket distribution.
- Reduces human error in manual ticket handling.
- Enhances service delivery and customer experience.