

## Project Design Phase

### Proposed Solution

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| Date          | 19-02-2026  |
| Team ID       | LTVIP2026TMIDS24891   |
| Project Name  | Streamlining Ticket Assignment for Efficient Support Operations |
| Maximum Marks | 2 Marks   |

#### Proposed Solution Template:

| S.No. | Parameter                                   | Description  |
|-------|---|--|
| 1.    | Problem Statement<br>(Problem to be solved) | Support tickets for "Operations" are manually triaged. This is slow, error-prone, and leads to incorrect assignments. This causes delays in resolution and wastes agent time re-routing tickets.   |
| 2.    | Idea / Solution description                 | Two automated flows are created using Flow Designer. The flows trigger on the custom 'Operations related' table. They read the 'Issue' field (e.g., 'Regarding Certificates', '404 Error') and automatically populate the 'Assigned to group' field with the correct team. |
| 3.    | Novelty / Uniqueness                        | It replaces a time-consuming, error-prone manual process with a fully automated, instant, and accurate routing system using modern, no-code Flow Designer logic instead of complex scripts.  |
| 4.    | Social Impact / Customer Satisfaction       | This directly improves end-user satisfaction by reducing issue resolution times (less "bouncing" between teams). It also boosts support agent morale by eliminating manual triage and ensuring their queues contain relevant work.   |
| 5.    | Business Model<br>(Revenue Model)           | Not a direct revenue model, but it provides significant cost savings by reducing agent-hours spent on manual triage and re-assignment. This optimization of resources leads to more cost-effective support operations and better SLA performance.                          |
| 6.    | Scalability of the Solution                 | The solution is highly scalable. New routing rules, 'Issue' types, or additional support groups (e.g., 'Networking', 'Database') can be added to the Flow Designer logic in minutes without any code.  |

## Project Lifecycle

1. Requirement Gathering: Identify the manual triage process, the list of all issue types (e.g., "Unable to login," "Regarding Certificates"), and the specific support teams responsible for each.
2. Configuration & Setup: Create the custom table (Operations related), the required support groups (Platform, Certificates), and the associated roles (Platform\_role, Certificate\_role).
3. Security & Access Control: Assign users to their groups, roles to the groups, and create Access Controls (ACLs) to ensure only authorized users can read/write to the new table.
4. Rule Implementation: Implement two separate flows in Flow Designer: one to check for "Regarding Certificates" and assign to the Certificates group, and a second to check for "Unable to login," "404 Error," etc., and assign to the Platform group.
5. Testing & Validation: Perform unit and integration testing by creating new "Operations related" tickets for every issue type to ensure they are automatically and correctly assigned to the intended group.
6. Monitoring & Feedback: Track the automated assignments and gather feedback from support managers and agents to measure effectiveness, confirm time savings, and refine the routing rules as needed.

## Conclusion

The project "Streamlining Ticket Assignment for Efficient Support Operations" addresses a crucial gap in support operations and manual ticket triage. By ensuring that every incoming support ticket is automatically and accurately routed to the correct team based on its type, we significantly improve operational efficiency, issue resolution times, and customer satisfaction. This solution not only safeguards issue-resolution workflows from delays but also supports better resource optimization and SLA performance. With the successful implementation of automated routing rules using Flow Designer in platforms like ServiceNow, this project sets a foundation for building smarter and more responsive support systems in enterprise environments.

## Solution Description:

To automate ticket assignment for support requests at ABC Corporation, two custom flows are implemented in Flow Designer. These flows monitor the custom "Operations related" table. The flows check the "Issue" field value (e.g., "Regarding Certificates," "404 Error") on every new or updated record. If the system finds a match, it automatically populates the "Assigned to group" field with the corresponding support team (e.g., "Certificates" or "Platform"). This approach leverages native ServiceNow functionality, making it simple, no-code, and easily adaptable. The solution enhances operational efficiency, ensures faster issue resolution, and helps avoid breakdowns in the support triage workflow.