

Project Design Phase
Problem – Solution Fit Template

Date	20 February 2026
Team ID	LTVIP2026TMIDS73549
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Problem – Solution Fit Template:

- ☐ Problem–Solution Fit refers to identifying real operational issues faced by users and ensuring that the proposed solution effectively resolves those challenges.
- ☐ In the **ServiceNow Operations Ticket Management System**, users experience delays, incorrect ticket routing, and dependency on manual support processes while reporting platform or certification-related issues.
- ☐ The developed solution introduces an automated ticket management workflow using ServiceNow Flow Designer, role-based access control, and intelligent group assignment. This ensures that operational issues are automatically routed to the appropriate support teams, reducing response time and improving service efficiency.
- ☐ The system aligns customer needs with automation-driven workflows, enabling faster issue resolution and improved operational productivity

Purpose:

- ☐ Solve operational support problems using automated workflow management aligned with user requirements.
- ☐ Improve solution adoption by integrating ticket handling within an existing ServiceNow platform environment.
- ☐ Enhance communication and response efficiency through automated triggers and smart ticket routing mechanisms.
- ☐ Build user trust by minimizing delays, reducing manual workload, and ensuring accurate issue assignment.
- ☐ Understand current manual support limitations and transform them into an efficient automated support ecosystem.

Template:

PROBLEM – SOLUTION FIT CANVAS

ServiceNow Operations Ticket Management System

DEFINE CS, FIT INTO CC	1. CUSTOMER SEGMENT(S) CS <ul style="list-style-type: none"> Employees raising operational issues Platform users facing access problems Support agents handling tickets System administrators managing workflows 	6. CUSTOMER CONSTRAINTS CC <ul style="list-style-type: none"> Delay in ticket routing Incorrect team assignment Lack of automation Manual workload dependency 	5. AVAILABLE SOLUTIONS AS <ul style="list-style-type: none"> Manual ticket assignment Email-based support requests Phone or direct reporting Traditional helpdesk systems 	EXPLORE AS, DIFFERENTIATE
	2. JOBS-TO-BE-DONE / PROBLEMS J&P <ul style="list-style-type: none"> Report platform access issues Request certificate support Resolve operational incidents quickly Track ticket status efficiently 	9. PROBLEM ROOT CAUSE RC <ul style="list-style-type: none"> Manual ticket routing process Absence of workflow automation Improper workload distribution Human dependency in assignment 	7. BEHAVIOUR BE <ul style="list-style-type: none"> Users submit tickets through portal Support teams manually assign issues Teams communicate for resolution Follow-up required for updates 	
IDENTIFY STRONG TR & EM	3. TRIGGERS TR <ul style="list-style-type: none"> Unable to login to platform Certificate related problems User account expired 404 platform errors Urgent operational disruptions 	10. YOUR SOLUTION SL <ul style="list-style-type: none"> Automated ticket assignment using ServiceNow Flow Designer Role-based access control Dynamic routing to L1 and L2 support teams Real-time ticket tracking and notification 	8. CHANNELS OF BEHAVIOUR CH <p>Online:</p> <ul style="list-style-type: none"> ServiceNow Portal Organization network access Automated notification system <p>Offline:</p> <ul style="list-style-type: none"> Support team communication Administrative escalation 	EXTRACT ONLINE & OFFLINE CH OF BE
	4. EMOTIONS (BEFORE / AFTER) EM <p>Before:</p> <ul style="list-style-type: none"> Frustration due to delays Confusion in support process Productivity loss <p>After:</p> <ul style="list-style-type: none"> Faster issue resolution Confidence in system support Improved user satisfaction 			

References:

1. <https://www.ideahackers.network/problem-solution-fit-canvas/>
2. <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>