

Project Design Phase
Proposed Solution Template

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

Proposed Solution Template:

Project team shall fill the following information in the proposed solution template.

S.No	Parameter	Description
1	Problem Statement (Problem to be solved)	Organizations face delays in resolving operational issues due to manual ticket assignment and improper routing of support requests. Support teams spend significant time identifying responsible groups, leading to incorrect assignments, increased workload, slower resolution time, and reduced user satisfaction.
2	Idea / Solution Description	The proposed solution implements an automated Operations Ticket Management System using ServiceNow. Tickets created by users are automatically analysed based on issue type and routed to the appropriate support group (L1 or L2) using Flow Designer automation. Role-based access control ensures secure handling, while real-time tracking and notifications improve operational efficiency.
3	Novelty / Uniqueness	The system introduces intelligent workflow automation within ServiceNow to eliminate manual ticket routing. Automated group assignment based on issue categories such as platform access, certificate issues, and account expiry ensures faster response with minimal human intervention. Integration of access control, workflows, and automation provides a unified operational solution.
4	Social Impact / Customer Satisfaction	The solution improves employee productivity and customer satisfaction by reducing ticket resolution delays. Users experience faster support responses, transparent tracking, and reliable issue handling. Support teams benefit from balanced workload distribution and reduced operational stress.
5	Business Model (Revenue Model)	The system can be deployed as an enterprise IT service management enhancement solution. Organizations adopting automated ticket workflows reduce operational costs, improve SLA

		compliance, and enhance service quality. The model supports enterprise subscription-based deployment using ServiceNow platforms.
6	Scalability of the Solution	The solution is highly scalable and can be extended to multiple departments such as HR, IT Helpdesk, Finance, and Customer Support. Additional workflows, AI-based prioritization, analytics dashboards, and automated escalation mechanisms can be integrated for large-scale enterprise environments.