|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Ideation Phase  Streamlining Ticket Assignment for Efficient Support Operations   |  |  | | --- | --- | | Date | 06 sep 2025 | | Team ID | NM2025TMID13007 | | Project Name | StreamliningTicketAssignmentforEfficientSupport Operations | | Maximum Marks | 4 Marks |   Step 1: Team Gathering, Collaboration and Selecting the Problem Statement  Theteamconvenedtodiscusscurrentinefficiencies inABCCorporation’ssupportticketingsystem.It was notedthatticketsareoftenmisroutedordelayedduetomanualhandling,resultinginprolonged resolution times and decreased customer satisfaction. Selected Problem Statement:  ManualticketassignmentiscausingdelaysandmisroutinginABCCorp’ssupport system, leading to inefficiencies and poor user experience.  Step 2: Idea Listing and Grouping Ideas Generated:   * Create automated ticket routing based on issue type. * Leverage ServiceNow Flow Designer for workflow automation. * Group support teams based on skillset (e.g., Platform, Certificates). * Assign users to specific support groups with roles and permissions. * Use Access Control Lists (ACLs) to secure data handling.   -Implementcondition-basedtriggersforreal-timeticketupdates.  Grouped Ideas:  Group Ideas  Automation FlowDesignerrouting,trigger-basedrecordupdates  Structure User-group-role mapping, table creation  Security ACLs, role-based restrictions  Scalability Choice fields for common issues, modular design | | | |
| Step 3: Idea Prioritization Idea Impact  Automated High  routingwith  Flow Designer  User-role- High  group structure  Tabledesign Medium  with choicebasedissue fields  ACL  configuration Medium for roles  Manualticket classification Low | Feasibility  High  Medium  High  Medium  High | Priority  Top  Top  Top  Medium  Discarded |