

Project Design Phase
Solution Architecture

Date	01 NOVEMBER 2025
Team ID	NM2025TMID07749
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Solution Architecture:

Goals of the Architecture:

- Automate ticket assignment using intelligent, rule-based logic.
- Optimize resource utilization by balancing workload across support agents.
- Enhance response time and operational transparency in support operations.

Key Components:

- **Incident Table:** Stores and tracks all support tickets.
- **Assignment Rules / Flows:** Automate the routing of tickets based on priority, category, or agent availability.
- **User & Role Tables:** Define agent skills, departments, and support groups.
- **Performance Analytics:** Monitor ticket distribution efficiency and resolution time.

Development Phases:

1. Identify parameters for automated assignment (e.g., priority, department, workload).
2. Configure assignment rules or Flow Designer logic.
3. Integrate user and role data for accurate ticket routing.
4. Test automated assignments across different use cases.
5. Validate results through performance analytics and optimization feedback.

Solution Architecture Description:

The solution architecture is designed to enhance support efficiency by automating ticket distribution using intelligent assignment logic within ServiceNow. It ensures that each incident is directed to the most suitable agent or group based on predefined criteria such as workload, role, and priority. The system leverages ServiceNow's **Flow Designer** and **Assignment Rules** to dynamically allocate tickets while maintaining balance across teams. By reducing manual routing and delays, this architecture streamlines operations, increases agent productivity, and improves overall customer satisfaction. Continuous monitoring through performance analytics ensures scalability, adaptability, and sustained operational excellence.

Example - Solution Architecture Diagram:

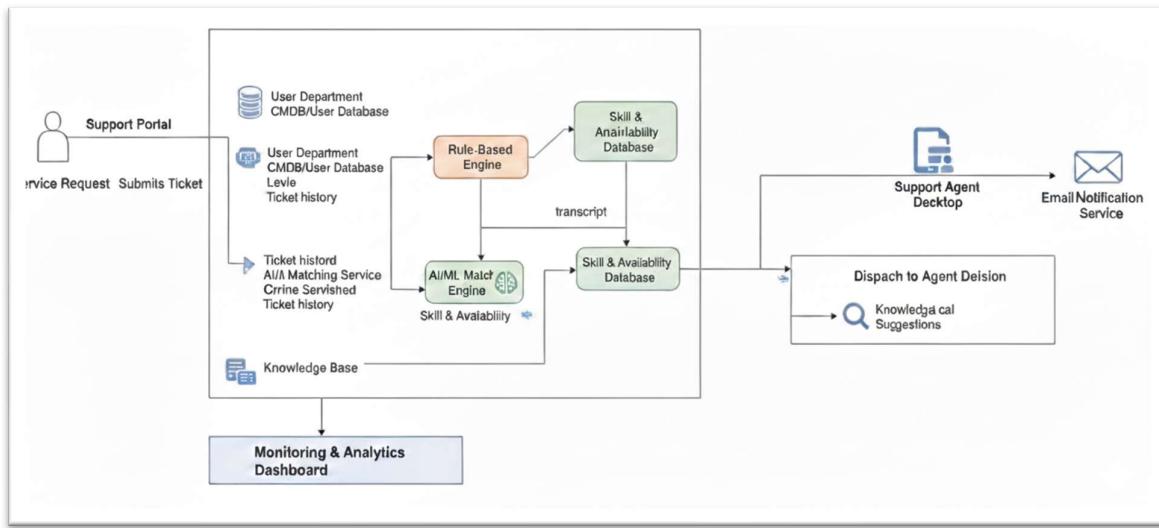


Figure 1: Architecture and data flow of the Streamlining Ticket Assignment for Efficient Support Operations.