

Project Design Phase
Proposed Solution

Date	01 NOVEMBER 2025
Team ID	NM2025TMID05565
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Manual ticket assignment in support systems leads to uneven workload distribution, delayed responses, and reduced service efficiency. Managers face challenges in balancing workloads and ensuring timely resolutions.
2.	Idea / Solution Description	An automated ticket assignment mechanism is developed to intelligently assign tickets to agents based on their availability, workload, and expertise. This system uses flow automation to ensure that each new ticket is routed to the most suitable agent, minimizing manual intervention.
3.	Novelty / Uniqueness	The solution introduces smart workload balancing using native automation tools, eliminating the need for third-party integrations. It enhances ServiceNow's efficiency through real-time routing and monitoring.
4.	Social Impact / Customer Satisfaction	By reducing delays and ensuring fair ticket distribution, the solution improves response times, employee satisfaction, and overall customer service experience. It promotes accountability and collaboration within the support team.
5.	Business Model (Revenue Model)	While not directly revenue-generating, it significantly improves operational efficiency, reduces downtime, and lowers support costs by optimizing human resource utilization.

6.	Scalability of the Solution	The solution can be extended to include other modules like Change Requests or Problem Tickets. It can also be adapted for role-based restrictions in large teams.
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Conclusion

The “**Streamlining Ticket Assignment**” project uses sophisticated, rule-based algorithms to optimize precision, accuracy, and speed. This solution optimizes ticket distribution to qualified personnel, enhancing operational efficiency, cost, and resource utilization. This strategic improvement supports better reporting and compliance. With the customer satisfaction driver, it leads to a ServiceNow-like environment, faster resolution, and establishes a foundation for scalable enterprise support.

Reference: Infographic created using MidJourney.

Solution Description:

To streamline ticket management in support operations, an automated ticket assignment system is implemented. This system evaluates agent workload, skill level, and ticket priority to determine the best match for each new request. Leveraging flow automation and role-based logic, the system ensures balanced workload distribution and quicker ticket resolutions.

This approach reduces manual effort, improves transparency, and enhances overall productivity in IT service management. By using native ServiceNow automation capabilities, the solution remains scalable, efficient, and easy to maintain — ensuring consistent service delivery and customer satisfaction.