

Project Design Phase
Proposed Solution Template

Date	20 February 2026
Team ID	LTVIP2026TMIDS66345
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)	Manual ticket assignment at ABC Corporation causes delays, misrouting, uneven workload distribution, and reduced customer satisfaction.
2)	Idea / Solution Description	Implement an automated ticket assignment system in ServiceNow using Business Rules and Flow Designer to route tickets to the correct support groups based on issue type.
3)	Novelty / Uniqueness	The solution integrates intelligent routing, predefined issue categories, role-based access control (ACL), and automated workflows to eliminate manual intervention and ensure accurate ticket distribution.
4)	Social Impact / Customer Satisfaction	Faster ticket resolution improves employee productivity, reduces frustration, ensures fair workload distribution, and enhances overall service quality.
5)	Business Model (Revenue Model)	The solution optimizes IT support operations, reduces operational costs, improves efficiency, and enhances organizational performance using the ServiceNow platform.
6)	Scalability of the Solution	The system can handle increasing ticket volumes and can easily accommodate additional support groups, roles, workflows, and reporting features without performance degradation.