Date	27 JUNE 2025
Team ID	LTVIP2025TMID60592
Project Name	STREAMLINING TICKET ASSIGNMENT FOR SUPPORT EFFICIENT OPERATIONS
Maximum Marks	2 Marks

PROBLEM SOLUTION FIT :

✖️ Problem Statement

Support operations in many organizations face inefficiencies in ticket assignment due to:

Manual ticket triaging and routing.

Delays in assigning tickets to the right team or agent

Uneven workload distribution among support staff.

High SLA breaches caused by poor prioritization.

Inconsistent or outdated assignment rules.

These issues lead to longer resolution times, lower customer satisfaction, and increased agent burnout.

💡 Proposed Solution

Implement an automated, intelligent ticket assignment system using ServiceNow features to:

Automatically assign tickets based on category, CI, urgency, location, and keywords.

Use Flow Designer, Assignment Rules, and Decision Tables for workflow logic.

Integrate Predictive Intelligence for AI-driven assignment (if licensed).

Track agent workload in real time for balanced ticket distribution.

Trigger notifications and SLA monitoring to ensure timely resolution.

Provide audit logs and dashboards for tracking, optimization, and transparency.

🎯 How the Solution Fits the Problem

Problem	Proposed Solution	Value Delivered

Manual routing delays	Automation via Flow Designer & rules	Faster ticket handling, less overhead
Misrouted tickets	Decision tables & AI classification	Increased accuracy of assignment
Overburdened agents	Workload-based routing	Balanced distribution, less burnout
SLA violations	SLA integration into assignment logic	Higher compliance and user trust
Lack of visibility	Dashboards & assignment history	Better management insights and improvements

✅ Resulting Benefits

🚀 Increased operational efficiency

🤝 Improved agent productivity & morale

⏱ Reduced resolution times

🎯 Higher SLA adherence

😊 Better end-user satisfaction