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Team ID	LTVIP2025TMID60592
Project Name	STREAMLINING TICKET ASSIGNMENT FOR SUPPORT EFFICIENT OPERATIONS

CONCLUSION:

Conclusion

Streamlining ticket assignment through ServiceNow offers a transformative approach to enhancing support operations by reducing manual workload, improving response times, and ensuring accurate routing of issues to the right teams. By leveraging automation tools like Flow Designer, Assignment Rules, Decision Tables, and Predictive Intelligence, organizations can achieve greater efficiency, improved SLA compliance, and higher customer satisfaction.

This solution not only minimizes errors and delays but also empowers support teams with real-time visibility, balanced workloads, and actionable insights through performance dashboards. While initial setup and maintenance require planning and governance, the long-term benefits—such as operational consistency, reduced costs, and better end-user experience—outweigh the challenges.

Overall, automated ticket assignment in ServiceNow is a strategic enhancement that aligns IT support operations with modern service management standards and digital transformation goals.