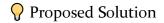
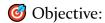
Date	27 JUNE 2025
Team ID	LTVIP2025TMID60592
Project Name	STREAMLINING TICKET ASSIGNMENT FOR SUPPORT EFFICIENT OPERATIONS
Maximum Marks	2 Marks

PROPOSED SOLUTION:





To automate and optimize ticket assignment in ServiceNow, ensuring timely routing to the right support teams or agents while improving SLA compliance, reducing manual effort, and balancing workloads. Core Components of the Solution:

1. Automated Ticket Assignment Engine

Use ServiceNow Assignment Rules to route tickets based on:

- Category
- Subcategory
- Configuration Item (CI)
- Location
- User Department
- Leverage Flow Designer to create low-code automation for assigning and reassigning tickets.

2. Decision Tables for Business Logic

- Centralize complex routing logic using Decision Tables, enabling non-technical users to configure and update rules.
- Example: If Category = "Network" and Location = "Hyderabad," assign to "Network Support HYD Team."

3. Predictive Intelligence (Optional)

- Integrate ServiceNow's Predictive Intelligence to classify and assign tickets using AI/ML based on historical data and patterns.
- Continuously improve routing accuracy with feedback loops.

4. Workload-Based Distribution

- Monitor agent capacity and ticket load in real-time.
- Automatically assign new tickets to agents with the lightest workload using custom logic or third-party plugins.

5. Real-Time Notifications

- Send automatic alerts to agents and assignment groups when a ticket is assigned.
- Use ServiceNow's Notification Engine for multi-channel communication (email, portal, SMS, Teams).

6. Performance Analytics Dashboards

- Build dashboards showing:
- Assignment time trends
- Agent performance
- SLA breaches
- Reassignment rates
- Enable continuous improvement through data-driven insights.

7. Fallback Logic

When automation fails to assign, route to a default support group for manual triage, ensuring no ticket is left unassigned.