

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

PROJECT PURPOSE:

The purpose of this project is to enhance the efficiency, accuracy, and speed of ticket assignment within IT support operations by leveraging the automation capabilities of ServiceNow.

Manual ticket routing often leads to delays, uneven workload distribution, and potential SLA violations. This project aims to address these challenges by implementing a smart, rules-based, and scalable ticket assignment system that ensures each support request is promptly and appropriately routed to the right agent or group.

By automating the ticket assignment process using ServiceNow's features—such as Assignment Rules, Flow Designer, Skills-based Routing, and Predictive Intelligence—the project will enable support teams to respond faster, reduce operational overhead, and maintain higher service quality standards.

Ultimately, this initiative supports the broader objective of delivering exceptional user experiences, optimizing resource utilization, and improving the overall performance of the IT support function.