Date	**27 JUNE 2025**
Team ID	**LTVIP2025TMID60592**
Project Name	**STREAMLINING TICKET ASSIGNMENT FOR SUPPORT EFFICIENT OPERATIONS**
Maximum Marks	**4 Marks**

TECHNOLOGY STACK :

📦 Technology Stack

🔷 1. Platform Layer

Component	Description
ServiceNow	Core ITSM platform for ticket management, workflow automation, and data processing
Now Platform App Engine	Low-code tools to design, configure, and customize flows, rules, and UI elements

🔷 2. Automation & Workflow

Component	Description
Flow Designer	Visual tool to create and manage automation logic without coding
Business Rules	Server-side scripts to automate processes on record-level events
Assignment Rules	Rules that define how tickets are automatically routed to the correct group/agent
Decision Tables	Structured logic configuration to manage complex routing decisions
Predictive Intelligence (optional)	AI/ML-driven ticket classification and assignment if licensed

🔷 3. Data Management & Intelligence

Component	Description
Configuration Management Database (CMDB)	Stores information about configuration items (CIs) that affect routing
ServiceNow Tables (incident, task, etc.)	Core data structures for storing tickets, users, and groups

Performance Analytics	Dashboarding and KPI monitoring for ticket distribution and SLA compliance
Audit Logs / Assignment History	Logging mechanisms for transparency and tracking changes

🔷 4. User Interface & Experience

Component Description

Service Portal	Front-end for end-users to raise incidents and requests
Agent Workspace	Unified interface for support agents to view and resolve assigned tickets
Notification Engine	Sends alerts to agents, users, and teams (email, in-platform, SMS)

🔷 5. Integration & Extensibility

Component Description

REST/SOAP APIs	Integration with external tools (monitoring, HR systems, CRM, etc.)
IntegrationHub	Facilitates integration with external platforms like Slack, Teams, etc.
Virtual Agent (optional)	Chatbot support for ticket creation and pre-routing via AI