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

BRAINSTORMING :

Brainstormed Ideas

Here are initial ideas to be explored for implementation in ServiceNow:

Idea	Description	Benefits
Auto-Assignment Rules	Use Assignment Rules to auto-route tickets based on category, subcategory, and CI	Ensures tickets reach the right group faster
Agent Workload Balancing	Integrate Workload Management plugin or custom logic to distribute tickets based on current workload	Avoid agent overload, ensure fair distribution
Skill-Based Routing	Assign tickets based on skills matched from Agent Workspace profiles	Better resolution quality and faster handling
Business Rules / Flow Designer	Use Flow Designer to define dynamic assignment flows triggered by ticket data	Flexible, low-code automation
Machine Learning (Predictive Intelligence)	Use ServiceNow Predictive Intelligence to automatically suggest or assign tickets	Reduces manual intervention, improves speed

Priority-Based Escalation Matrix	Create escalation rules for high-priority or SLA-bound tickets	Reduces SLA breaches, improves customer trust
User Interface Enhancements	Customize UI for agents using Agent Workspace to make ticket ownership and reassignment easier	Improved usability for service agents