

<b>Date</b>	<b>27 JUNE 2025</b>
<b>Team ID</b>	<b>LTVIP2025TMID60592</b>
<b>Project Name</b>	<b>STREAMLINING TICKET ASSIGNMENT FOR SUPPORT EFFICIENT OPERATIONS</b>
<b>Maximum Marks</b>	<b>5 Marks</b>

## PROJECT PLANNING:



Project Title:

Streamlining Ticket Assignment for Efficient Support Operations in ServiceNow



Project Objective:

To design, implement, and optimize an automated ticket assignment mechanism in ServiceNow to improve efficiency, accuracy, and SLA adherence in support operations.



Project Phases & Timeline

Phase	Key Activities	Duration	Owner
1. Initiation	- Define scope and goals - Identify stakeholders - Get approvals	1 week	Project Manager
2. Requirement Analysis	- Gather current workflow data - Interview agents and leads - Identify pain points	1 week	Business Analyst
3. Design	- Design assignment logic (rules/flows/AI) - Draft workflows and DFDs	1 week	Solution Architect
4. Configuration & Development	- Create assignment rules - Build Flow Designer workflows - Integrate decision tables	2 weeks	ServiceNow Developer
5. Testing	- Unit testing - UAT with sample	1 week	QA Engineer

	tickets - Edge-case validation		
6. Deployment	- Deploy to production - Train users - Enable notifications and dashboards	1 week	Implementation Lead
7. Monitoring & Feedback	- Monitor performance - Collect feedback - Fine-tune logic	2 weeks	Support Manager

### Key Deliverables

Assignment rules configured in ServiceNow

Flow Designer automation for routing

Decision tables for business logic

Workload-aware agent assignment

SLA monitoring integration

Agent and manager dashboards

Testing and training documentation

### Roles & Responsibilities

Role	Responsibility
Project Manager	Oversee project execution and timeline
Business Analyst	Collect and analyze requirements
ServiceNow Developer	Configure automation and logic
QA Engineer	Test and validate workflows
Support Manager	Ensure operational readiness and training
End Users / Agents	Participate in testing and feedback

### Success Metrics

 40% reduction in manual ticket triage time

 90%+ tickets assigned automatically within SLA thresholds

 Improved workload distribution across agents

 Dashboards reflect assignment accuracy and SLA compliance