

<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>

## **PROJECT OVERVIEW:**

Here is a Project Overview for your project titled "Streamlining Ticket Assignment for Efficient Support Operations in ServiceNow":

Project Overview

Project Title:

Streamlining Ticket Assignment for Efficient Support Operations in ServiceNow

Introduction:

In modern IT support environments, delays and inefficiencies in manually assigning tickets can lead to extended resolution times, poor customer satisfaction, and resource imbalances. This project aims to streamline the ticket assignment process within ServiceNow to ensure faster, more accurate, and automated ticket routing to the right support personnel.

Goal:

To design and implement an automated, intelligent, and rule-based ticket assignment mechanism in ServiceNow, enhancing the overall efficiency of support operations.

Problem Statement:

Current ticket assignment processes are often manual or semi-automated, leading to:

- Delays in response and resolution
- Uneven distribution of workload
- Increased risk of SLA breaches
- Poor tracking and accountability

Solution Approach:

Utilize ServiceNow's built-in tools and features such as:

- Assignment Rules
- Flow Designer

- Skills Management
- User Groups and Roles
- Predictive Intelligence (if available)

To automatically assign tickets based on predefined criteria like category, priority, location, and agent skillset.

#### Project Objectives:

- Reduce manual ticket routing by automating assignment logic.
- Improve response and resolution times by assigning tickets to the most suitable agents.
- Ensure SLA compliance through faster and more efficient routing.
- Enhance visibility into assignment patterns through dashboards and reports.

#### Key Deliverables:

- Automated ticket assignment rules and workflows
- Configured user groups and skills mapping
- Performance dashboard for ticket assignment
- Documentation and training materials for support teams

#### Benefits:

- Up to 80% reduction in manual assignments
- Improved team productivity and accountability
- Better customer experience due to faster resolutions
- Accurate reporting and performance tracking