

<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>4 Marks</b>

## **SOLUTION ARCHITECTURE:**

### Key Architecture Layers

#### ◆ Presentation Layer

- Service Portal / Virtual Agent / Mobile App
- Interfaces used by end-users and support agents

#### ◆ Business Logic Layer

- Assignment Rules
- Decision Tables
- Flow Designer
- SLA Conditions & Escalations
- Predictive Intelligence (optional AI layer)

#### ◆ Data Layer

- Ticket Tables (incident, request)
- CMDB (for CI-based assignment)
- Workload / Capacity Data
- User & Group Directory
- Audit & Assignment Logs

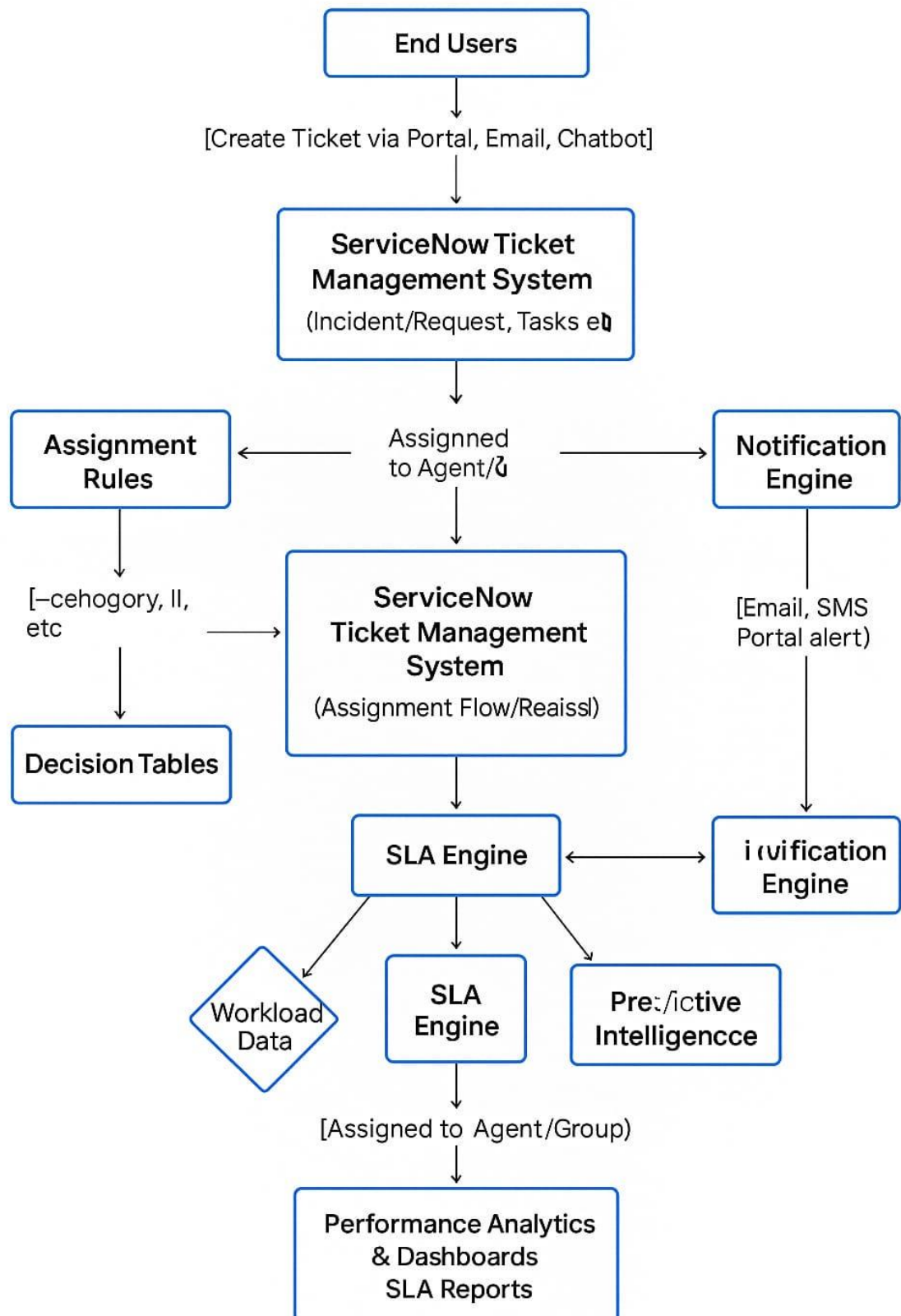
#### ◆ Integration Layer

- Notification Engine (email, SMS, Teams)
- APIs for integration with external systems
- IntegrationHub for plug-and-play connectors

### Benefits of this Architecture

- Modular: Easily extendable with more rules or intelligence
- Scalable: Can handle large volumes of tickets and agents
- Data-Driven: Uses workload, SLA, and category data

- Transparent: Logs and dashboards provide visibility
- Low-Code: Enables process owners to adapt logic via UI



**Solution Architecture**

