

Date	27 JUNE 2025
Team ID	LTVIP2025TMID60592
Project Name	STREAMLINING TICKET ASSIGNMENT FOR SUPPORT EFFICIENT OPERATIONS
Maximum Marks	2 Marks

PROPOSED SOLUTION:

💡 Proposed Solution

🎯 Objective:

To automate and optimize ticket assignment in ServiceNow, ensuring timely routing to the right support teams or agents while improving SLA compliance, reducing manual effort, and balancing workloads. 🧱 Core Components of the Solution:

1. Automated Ticket Assignment Engine

Use ServiceNow Assignment Rules to route tickets based on:

- Category
- Subcategory
- Configuration Item (CI)
- Location
- User Department
- Leverage Flow Designer to create low-code automation for assigning and reassigning tickets.

2. Decision Tables for Business Logic

- Centralize complex routing logic using Decision Tables, enabling non-technical users to configure and update rules.
- Example: If Category = "Network" and Location = "Hyderabad," assign to "Network Support - HYD Team."

3. Predictive Intelligence (Optional)

- Integrate ServiceNow's Predictive Intelligence to classify and assign tickets using AI/ML based on historical data and patterns.
- Continuously improve routing accuracy with feedback loops.

4. Workload-Based Distribution

- Monitor agent capacity and ticket load in real-time.
- Automatically assign new tickets to agents with the lightest workload using custom logic or third-party plugins.

5. Real-Time Notifications

- Send automatic alerts to agents and assignment groups when a ticket is assigned.
- Use ServiceNow's Notification Engine for multi-channel communication (email, portal, SMS, Teams).

6. Performance Analytics Dashboards

- Build dashboards showing:
- Assignment time trends
- Agent performance
- SLA breaches
- Reassignment rates
- Enable continuous improvement through data-driven insights.

7. Fallback Logic

When automation fails to assign, route to a default support group for manual triage, ensuring no ticket is left unassigned.