

<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>

## **FUTURE SCOPE:**

Here is a well-structured Future Scope section for the project:

“Streamlining Ticket Assignment for Efficient Support Operations in ServiceNow”

### Future Scope

The implementation of automated ticket assignment in ServiceNow sets a strong foundation for further improvements in support operations. The following future enhancements can expand the system’s impact:

#### 1. Integration with Advanced AI/ML Models

- Enhance Predictive Intelligence by training custom models on historical ticket data.
- Use natural language processing (NLP) to better understand user input and classify tickets.

#### 2. Real-Time Agent Load Balancing

- Introduce real-time agent performance analytics and availability tracking.
- Dynamically adjust assignment logic based on current workloads, ticket aging, and agent expertise.

#### 3. Cross-Platform Ticket Intake

- Expand ticket creation through integrations with platforms like Microsoft Teams, Slack, WhatsApp, or voice assistants.
- Automate assignment from multiple channels with unified routing logic.

#### 4. Self-Healing & Auto-Resolution

- workflows integrated with infrastructure monitoring tools. Identify repetitive or low-priority issues and resolve them automatically using scripts or bots.
- Implement auto-remediation

#### 5. Continuous Learning & Feedback Loop

- Allow agents to provide feedback on assignment accuracy to fine-tune logic over time.
- Integrate machine learning models that adapt based on resolution quality and reassignment frequency.

## 6. Enterprise-Wide Assignment Framework

- Extend the assignment logic to other modules like Change, Problem, HR Cases, or Facilities.
- Create a centralized assignment engine usable across multiple departments or business units.

## 7. Gamification & Incentives

- Introduce gamification dashboards to encourage agents to handle high-priority or urgent tickets faster.
- Align performance rewards with SLA achievements and assignment handling efficiency.

## Conclusion

These future improvements will help make ticket assignment smarter, faster, and more user-centric, ultimately driving higher efficiency, scalability, and innovation across IT service operations.