

<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>2 Marks</b>

### **PROBLEM STATEMENT:**

#### 1. Problem Statement

Manual ticket assignment in support operations often leads to delays, misrouted tickets, uneven workload distribution, and poor customer satisfaction. The goal is to improve efficiency by automating and optimizing the ticket assignment process using ServiceNow.