

Date	27 JUNE 2025
Team ID	LTVIP2025TMID60592
Project Name	STREAMLINING TICKET ASSIGNMENT FOR SUPPORT EFFICIENT OPERATIONS
Maximum Marks	4 Marks

SOLUTION REQUIREMENT:

✓ Solution Requirements

◆ 1. Functional Requirements

These are the core functions the solution must perform in ServiceNow:

ID	Requirement Description
FR ₁	Automatically assign incoming tickets to the appropriate assignment group based on category, CI, or keywords.
FR ₂	Leverage ServiceNow Assignment Rules, Flow Designer, and Predictive Intelligence to automate ticket routing.
FR ₃	Enable dynamic reassignment when a ticket is returned or rejected.
FR ₄	Allow team leads to override assignments manually via a simple interface.
FR ₅	Integrate SLAs to prioritize ticket assignment based on urgency and impact.
FR ₆	Track and display ticket load per agent to ensure balanced distribution.
FR ₇	Notify agents and assignment groups of new tickets via email and ServiceNow notifications.
FR ₈	Log assignment changes for audit and performance reporting.
FR ₉	Use Decision Tables to manage business logic around assignment criteria.
FR ₁₀	Include fallback rules when the standard routing logic fails (e.g., assign to default group).

◆ 2. Non-Functional Requirements

ID	Requirement Description
NFR ₁	The automation must complete within 2 seconds after ticket creation.
NFR ₂	The system should handle 10,000+ ticket assignments per day without failure.
NFR ₃	Ensure high availability (99.9%) and fault-tolerant automation flows.
NFR ₄	Solution must be fully configurable by administrators—no code changes needed for rule updates.
NFR ₅	Must comply with ITIL practices and organization's data policies.
NFR ₆	Provide logging and error-handling mechanisms for failed assignments.

◆ 3. Technical Requirements

ID	Requirement Description
TR ₁	Use ServiceNow Flow Designer for automation logic.
TR ₂	Implement Predictive Intelligence (if licensed) for AI-based routing.
TR ₃	Use Service Catalog Variables or forms to capture key assignment data.
TR ₄	Store routing logic in Decision Tables or Assignment Rules.
TR ₅	Integrate Performance Analytics to track assignment KPIs.
TR ₆	Follow scoped application best practices for customizations.

◆ 4. Stakeholder Requirements

Stakeholder	Requirement
Support Agents	Receive only relevant, prioritized tickets.
Team Leads	View ticket distribution, manually adjust if needed.
End Users	Have their tickets quickly routed to the right expert.
IT Managers	Monitor performance, SLA compliance, and resource utilization.