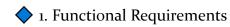
Date	27 JUNE 2025
Team ID	LTVIP2025TMID60592
Project Name	STREAMLINING TICKET ASSIGNMENT FOR
	SUPPORT EFFICIENT OPERATIONS
Maximum Marks	4 Marks

SOLUTION REQUIREMENT:





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

ID Requirement Description

	_
FR1	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.
FR5	Integrate SLAs to prioritize ticket
	assignment based on urgency and
	impact.
FR6	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.
FR8	Log assignment changes for audit and
	performance reporting.
FR9	Use Decision Tables to manage business
	logic around assignment criteria.
FR10	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.
NFR6	Provide logging and error-handling
	mechanisms for failed assignments.

♦ 3. Technical Requirements

Requirement Description ID

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.
TR6	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.