Streamlining Ticket Assignment for Efficient Support Operation

Date	**28 October 2025**
Team ID	**NM2025TMID05966**
Project Name	**Streamlining Ticket Assignment for Efficient Support Operation**
Maximum Marks	**5 Marks**

This project focuses on improving the efficiency of IT support operations by streamlining ticket assignment using ServiceNow. In traditional support environments, manual ticket routing often leads to delays, uneven workload distribution, and slower resolution times. By automating the ticket assignment process, ServiceNow ensures that incoming issues are assigned to the right agent based on skill, availability, and priority. This approach enhances productivity, reduces response time, and improves customer satisfaction across the organization.

Step 1: Team Gathering, Collaboration, and Problem Identification

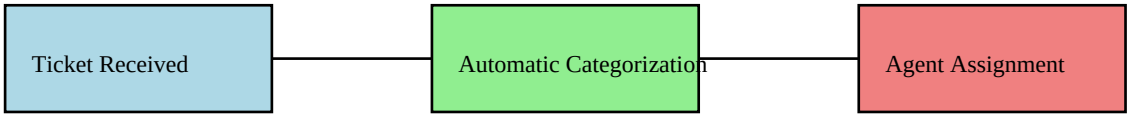
The initial phase involves team formation and collaboration to identify inefficiencies in the existing support system. During discussions, the team analyzed frequent problems such as uneven ticket loads, missed SLAs, and poor communication between agents. After identifying these pain points, the group concluded that automating ticket assignment would reduce manual effort and bring uniformity to operations. This step also included defining user roles and understanding the ServiceNow capabilities that best suit the organization’s requirements.

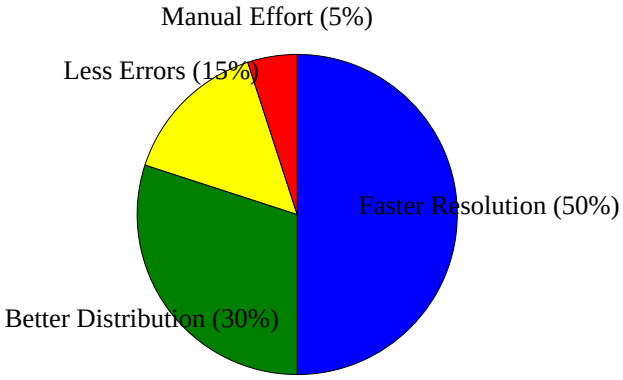
Step 2: Designing the Automated Ticket Assignment System

In this phase, the team designed the automated workflow for ticket assignment in ServiceNow. The system was configured to analyze tickets based on their category, urgency, and complexity. Rules and logic were established to automatically route each ticket to the most suitable support agent or team. This eliminates the dependency on manual intervention and ensures that every ticket is handled promptly. Dashboards were created to monitor workload distribution, team performance, and ticket resolution rates for better decision-making.

Step 3: Implementation and Performance Analysis

The final stage involves implementing the automated system and analyzing its performance over time. The ServiceNow workflow was tested with live support tickets to ensure smooth routing and tracking. Key performance indicators such as average resolution time, agent workload, and SLA compliance were measured to evaluate improvement. The analysis showed that automation significantly reduced ticket backlog and improved agent efficiency. This implementation demonstrates how AI-powered automation and ServiceNow workflows can create a seamless support environment.





Conclusion

In conclusion, automating ticket assignment in ServiceNow enhances efficiency by reducing delays and human errors. It provides a transparent, data-driven system that ensures fair distribution of workload and improved service delivery. This project highlights how intelligent automation can transform traditional support operations into an optimized, high-performance process.