Date	30/10/2025
Team id	NM2025TMID07740
Project name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum mark	2 marks

PROJECT DESIGN PHASE

PROBLEM- SOLUTION FIT TEMPLATE

Problem:

Support tickets are assigned inefficiently, leading to delays in response and resolution.

Manual assignment causes uneven workload distribution among support agents.

Lack of prioritization results in critical issues being delayed.

Overall customer satisfaction is reduced due to slow handling times

Discussion:

The team identified that the existing manual process in ServiceNow lacks automation and smart routing.

Collaboration among team members highlighted the need for an automated solution to optimize agent assignment.

After analyzing ticket trends and workloads, the team concluded that an intelligent assignment mechanism would significantly improve efficiency.

Ideas:

Implement an automated ticket assignment system based on ticket category, priority, and agent availability.

Integrate ServiceNow workflows and machine learning algorithms to predict the best agent for each issue.

Create a dashboard for tracking ticket status and team performance in real-time.

Introduce notifications and alerts for pending or overdue tickets.

Solutions:

Develop an automation rule within ServiceNow that routes tickets dynamically to available and suitable agents.

Design and test workflows for accuracy and response time improvement.

Implement analytics to monitor efficiency, agent performance, and ticket trends.

Outcome: Reduced manual intervention, improved response rate, and enhanced customer satisfaction.

Expected Results:

Reduction in ticket resolution time by 40–50%.

Balanced workload distribution among agents.

Increased customer satisfaction and transparency.

Enhanced monitoring through an automated dashboard.

Streamliining Ticket Asiggn for Efficient Support

Requirement Gathering

1

identify support challenges and gather team input un inficiences in the current licker assignment process /

Plan Development

2

Create a routing engine and intelligent algorithms for automated liket prioriitua-tion.

Sustem Analysis

3

Tag tickets l-ased on urgency, cate-gence by type, and map agent skill

Rule Implementation

5

Develop assignment rules based n licket categories, prionify levels, and agent tixct concerns.

Testing & Validation

4

Evaluate intelligent routing engine and ticket prioritication through urgencly and impact.

Monitoring & Eeedback

5

Address bugs and gain user feedb-ack, retine-tale mechasies and achie-ve the solution.