

Streamlining Ticket Assignment for Efficient Support Operations

Team ID	LTVIP2026TMIDS63398
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
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The Project Design Phase focused on translating the ideas and requirements into a working technical model that could be implemented in ServiceNow. This phase involved creating workflows, defining data structures, setting up assignment logic, and designing how the automated ticket routing system would function from end to end.

1. Design Objectives

The key design objectives for this phase were:

2. To build a scalable and modular ticket routing solution.
3. To ensure routing logic was transparent, traceable, and easy to maintain.
4. To provide flexibility for future rule changes and team expansions.
5. To optimize agent workload distribution using system intelligence.

2. Dashboards and Monitoring

A dashboard was designed to monitor:

- Ticket distribution across teams.
- Average assignment time.
- Number of fallbacks/escalations.
- Agent performance and SLA adherence.

These insights helped support managers take real-time corrective actions and refine routing logic over time.

3. Security and Access Control

- Only supervisors and admins were given access to modify routing logic.
- Assignment logs were timestamped and stored in the system for compliance.
- Permissions were managed through ServiceNow's role-based access controls (RBAC).

4. Design Validation

Before development, the design was reviewed and validated by:

- ServiceNow administrators
- Support operations managers
- Project stakeholders from IT and customer service

After approval, the design was handed over to the development team to begin implementation.