

# **Streamlining Ticket Assignment for Efficient Support Operations**

Team ID	LTVIP2026TMIDS63398
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
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The Ideation Phase is the first step in planning the ticket assignment automation project. This is where the main problems are identified, the project goals are set, the right tools are selected (like **ServiceNow**), and the key ideas for solving the problem are discussed.

## **1. Problem Identification**

- In many organizations, support tickets are assigned manually, which leads to:
  - Delayed response and resolution times
  - Confusion among support teams
  - Miscommunication and human error
- The main problem at ABC Corporation was the inefficiency in manually routing tickets to the right support teams.

## **2. Goal Definition**

The project aimed to:

- Automate ticket routing using ServiceNow
- Assign tickets to the right team based on category, priority, or department
- Save time and reduce manual work
- Improve customer satisfaction by speeding up support resolution

### **3. Tool Selection**

After analyzing available platforms, the team chose:

- **ServiceNow** – A cloud-based platform ideal for IT support and workflow automation

Key reasons:

- It has built-in features like Flow Designer, Assignment Rules, ACLs, and Groups
- It supports user roles and security
- Easy integration with existing IT support systems

### **4. Key Functional Ideas**

Here are the core ideas generated during ideation:

<b>Functionality</b>	<b>Purpose</b>
Create Users and Groups	Structure support agents into relevant teams
Assign Roles	Control what each user or group can access or edit
Build Flow in Flow Designer	Automatically assign tickets using condition-based logic
Use ACLs (Access Control List)	Protect ticket data and manage access
Monitor Ticket Flow and Escalations	Track routing success and improve over time

### **5. Outcome of Ideation**

From this phase, the team created a basic action plan:

- Build the structure: users, groups, roles
- Define rules for routing
- Create a flow for automatic ticket assignment
- Ensure data is secure using ACLs
- Test the full process before going live

This phase gave a clear vision and step-by-step direction to move forward with the design and planning stages.