

Project Design Phase

Solution Architecture

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Project Name: Streamlining Ticket Assignment for Efficient Support Operations Maximum

Marks: 4 Marks

Solution Architecture:

Goals of the Architecture:

- Automate ticket assignment to reduce manual intervention.
- Ensure efficient allocation of tickets based on agent availability and expertise.
- Enhance response time and overall customer satisfaction.

Key Components:

- Incident Table (captures all support tickets).
- Assignment Rules (automate ticket routing).
- ServiceNow Flow Designer (manage process logic).
- User and Group Tables (store agent and team details).
- Performance Analytics Dashboard (track efficiency metrics).

Development Phases:

1. Define assignment criteria (skills, workload, availability).
2. Create and configure assignment rules in ServiceNow.
3. Implement Flow Designer workflows for automation.
4. Test ticket creation and automatic assignment flow.
5. Monitor ticket routing and optimize rules based on performance.

■ Solution Architecture Description:

The solution architecture aims to streamline ticket assignment in the ServiceNow platform by leveraging automation rules and Flow Designer capabilities. The architecture is designed to automatically assign tickets to the most suitable support agents based on predefined parameters such as skill level, workload, and availability. The incident table interacts with the user and group tables to identify the right assignment, while the Flow Designer ensures smooth execution of automation logic. The system minimizes manual intervention, accelerates issue resolution, and enhances customer satisfaction through efficient support operations. Real-time performance dashboards provide visibility into ticket distribution and agent productivity, helping maintain operational efficiency.

Example - Solution Architecture Diagram:

Figure 1: Architecture and data flow of automated ticket assignment in ServiceNow.

Reference: ServiceNow Documentation - Assignment Rules and Flow Designer Integration