

Project Design Phase

Problem – Solution Fit Template

Date: 2 November 2025

Team ID: 1B7E2B53849503BABC14DF402D5447BF

Project Name: Streamlining Ticket Assignment for Efficient Support Operations

Maximum Marks: 2 Marks

Problem – Solution Fit Template:

The Problem–Solution Fit identifies whether the proposed solution effectively addresses the key challenges faced by support teams in managing ticket assignments. It ensures that the automated system designed within ServiceNow optimally solves the delays, inefficiencies, and workload imbalances common in manual ticket distribution.

Purpose:

- ☐ Automate ticket assignments in ServiceNow to reduce manual effort and errors.
- ☐ Enhance response time and customer satisfaction by ensuring efficient routing.
- ☐ Utilize intelligent algorithms and predefined rules for fair and accurate task allocation.
- ☐ Provide transparency and real-time visibility into ticket distribution and resolution.
- ☐ Improve operational efficiency, agent productivity, and service quality.

Solution Description:

The project “Streamlining Ticket Assignment for Efficient Support Operations” focuses on building an automated, rule-based ticket assignment mechanism within ServiceNow. By integrating dynamic routing and workload analysis, the system ensures that support tickets are assigned to the right personnel based on skill, availability, and priority.

This eliminates bottlenecks and reduces dependency on manual triage. The automation rules, dashboards, and monitoring metrics help track ticket flow, resolution time, and SLA compliance—significantly improving support efficiency and user satisfaction.

References:

1. <https://www.ideahackers.network/problem-solution-fit-canvas/>
2. <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>