

Project Design Phase

Solution Architecture

Date:	2 November 2025
Team ID:	NM2025TMID06479
Project Name:	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks:	4 Marks

Goals of the Architecture

- Automate ticket assignment to minimize manual work.
- Ensure tickets are allocated based on agent skills and availability.
- Improve response time and customer satisfaction.

Key Components

- Incident Table: Stores and manages all support tickets.
- Assignment Rules: Automates ticket routing to the correct agent/team.
- ServiceNow Flow Designer: Handles workflow automation and logic.
- User & Group Tables: Maintain data about agents and their teams.
- Performance Analytics Dashboard: Tracks key metrics like response time and workload.

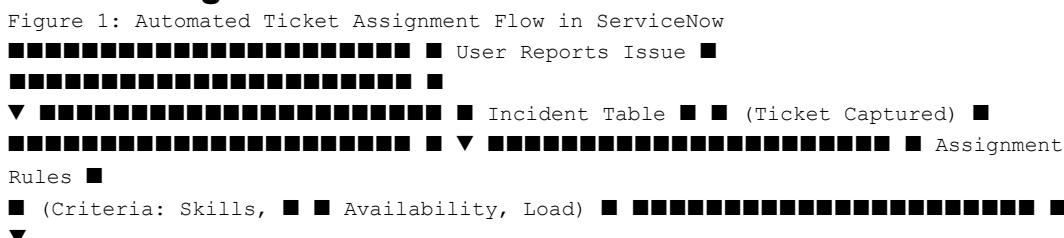
Development Phases

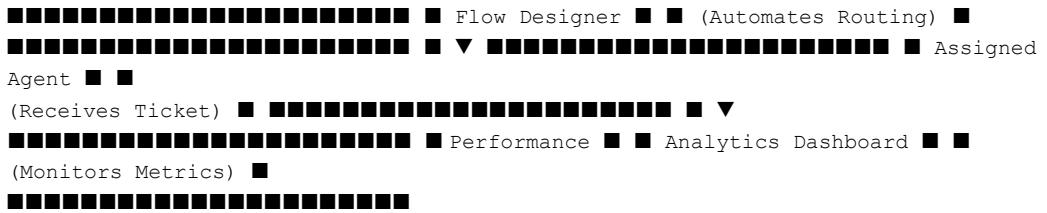
1. Define assignment criteria — skills, workload, and availability.
2. Create and configure assignment rules within ServiceNow.
3. Implement Flow Designer workflows to automate the process.
4. Test ticket creation and automatic assignment flows.
5. Monitor routing outcomes and fine-tune rules as needed.

Solution Architecture Description

This architecture leverages ServiceNow automation to assign tickets efficiently based on defined criteria. The Incident Table integrates with User and Group Tables to determine the right agent, while the Flow Designer automates routing using defined Assignment Rules. Real-time dashboards provide visibility into agent workload, ticket flow, and efficiency — reducing manual intervention, speeding resolution, and improving customer experience.

Architecture Diagram





Reference

ServiceNow Documentation – Assignment Rules and Flow Designer Integration