

PROJECT DESIGN PHASE

1. Problem–Solution Fit

The identified problem is the inefficiency of manual ticket assignment, which results in incorrect routing, delayed responses, and poor customer satisfaction.

The proposed solution fits the problem because:

- The system automatically assigns tickets based on the selected issue type.
- Each issue type is mapped to a specific support group (Platform or Certificate team).
- Manual intervention is minimized, reducing human errors.
- Tickets are routed instantly, improving response time.
- Only authorized users can access and modify ticket records.

Fit Summary:

Problem	Solution Fit
Manual ticket routing	Automated ticket assignment
Wrong team receives tickets	Rule-based group mapping
High response time	Instant ticket routing
Workload imbalance	Proper group-wise distribution

Thus, the automated ticket assignment system directly addresses the root causes of inefficiency.

2. Proposed Solution

The proposed solution is an **Automated Ticket Assignment System** built using ServiceNow.

Key Features:

- Users raise tickets by selecting an issue type (e.g., platform login, certificates, user expiry).
- System automatically assigns the ticket to the appropriate group:
 - Certificate-related issues → Certificate Group
 - Platform-related issues → Platform Group
- Role-based access control ensures data security.
- Flows are used to update the assigned group based on ticket conditions.
- Tickets can be tracked easily by both users and support teams.

Functional Flow:

1. User submits a ticket with issue details.
2. System checks the issue type.

3. A flow triggers automatically.
4. Ticket is assigned to the correct support group.
5. Support agent works on the ticket and resolves it.

This solution improves efficiency, accuracy, and customer satisfaction.

3. Solution Architecture

The solution architecture defines how different components interact with each other.

Architecture Components:

1. User Interface (Frontend):

- ServiceNow form for raising tickets.
- Users enter issue type and description.

2. Application Layer:

- Custom table for operations-related tickets.
- Business logic handled using Flow Designer.

3. Workflow Layer:

- Flows trigger on record creation or update.
- Conditions check the issue type.
- Assignment logic is applied automatically.

4. Security Layer:

- Role-based access control (ACLS).
- Only authorized users and groups can read/write data.

5. Data Layer:

- Stores ticket details such as:
 - Issue type
 - Assigned group
 - Status
 - User details

Architecture Flow (Text Diagram):

```
User
↓
Ticket Form (ServiceNow)
↓
Operations Table
↓
Flow Designer (Rules & Conditions)
↓
Assigned Group (Platform / Certificate)
↓
Support Agent Resolution
```

Benefits of Architecture:

- Modular and scalable
- Easy to maintain
- Secure access
- Real-time assignment
- Reduces processing time