Ideation Phase

Streamlining Ticket Assignment for Efficient Support Operations

Date	27 June 2025
Team ID	LTVIP2025TMID28568
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Step 1: Team Gathering, Collaboration and Selecting the Problem Statement

The team convened to discuss current inefficiencies in ABC Corporation's support ticketing system. It was noted that tickets are often misrouted or delayed due to manual handling, resulting in prolonged resolution times and decreased customer satisfaction.

Selected Problem Statement:

> *Manual ticket assignment is causing delays and misrouting in ABC Corp's support system, leading to inefficiencies and poor user experience.*

Step 2: Idea Listing and Grouping

Ideas Generated:

- Create automated ticket routing based on issue type.

- Leverage ServiceNow Flow Designer for workflow automation.

- Group support teams based on skillset (e.g., Platform, Certificates).

- Assign users to specific support groups with roles and permissions.

- Use Access Control Lists (ACLs) to secure data handling.

- Implement condition-based triggers for real-time ticket updates.

Grouped Ideas:

Group	Ideas
Automation	Flow Designer routing, trigger-based record updates
Structure	User-group-role mapping, table creation
Security	ACLs, role-based restrictions
Scalability	Choice fields for common issues, modular design

Step 3: Idea Prioritization

Idea	Impact	Feasibility	Priority
Automated routing with Flow Designer	High	High	Top
User-role-group structure	High	Medium	Top
Table design with choice-based issue fields	Medium	High	Top
ACL configuration for roles	Medium	Medium	Medium
Manual ticket classification	Low	High	Discarded