Project Design Phase
Proposed Solution

Date	1 November 2025
Team ID	NM2025TMID00443
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In traditional support systems, tickets are often assigned manually to agents. This leads to inefficiencies such as uneven workload distribution, longer response times, and errors in prioritization. The lack of automation impacts customer satisfaction and operational efficiency.
2.	Idea / Solution description	The project proposes an automated and intelligent ticket assignment system that routes incoming support tickets to the most suitable agent based on factors such as skill set, workload, ticket priority, and availability. Implemented on platforms like ServiceNow, this solution minimizes manual intervention and ensures balanced task distribution.
3.	Novelty / Uniqueness	Unlike traditional manual or random assignment methods, this solution uses a rule-based and AI-assisted approach to dynamically analyze agent performance and ticket parameters. It ensures smart workload balancing, faster turnaround, and minimal human dependency.
4.	Social Impact / Customer Satisfaction	Customers experience faster responses and consistent service quality. Agents work more efficiently with balanced workloads, reducing burnout and improving overall job satisfaction. The result is a more reliable, transparent, and customer-centric support process.
5.	Business Model (Revenue Model)	While not directly revenue-generating, the system increases cost efficiency by saving time, reducing ticket backlogs, and improving service quality. Businesses benefit from higher customer retention, reduced downtime, and improved SLA compliance.
6.	Scalability of the Solution	The solution can be scaled to handle multiple departments, support levels, and complex routing rules. It can also be extended to integrate with AI chatbots or predictive analytics for proactive ticket assignment and resource planning.

The project **"Streamlining Ticket Assignment for Efficient Support Operations"** addresses common inefficienccies in traditional helpdesk and IT support environments. The proposed solution automates ticket assignments based on pre-set rules, considering factors such as agent skillsets, availability, workload, and ticket priority. This automation leads to operational efficiency improvements, reduced response tinmes, balanced workloads, and enhanced transparency.
The solution thus lays the foundation for a modern, consistent, and responsive ticket handling process in enterprise environments.

Solution Description:

The **"Streamlining Ticket Assignment for Efficient Support Operations"** project focuses on automating the process of assigning tickets to support agents in real time. Using predefined business rules and intelligent algorithms within platforms such as ServiceNow, tickets are automatically routed based on agent skills, workload, ticket urgency, and availability.

This automation eliminates manual intervention, ensures fair workload distribution, and significantly improves response times. The system continuously monitors ticket flow and agent performance, adapting to dynamic conditions to maintain efficiency. By implementing this solution, organizations can achieve higher productivity, improved customer satisfaction, and seamless support operations.

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