Problem–Solution Fit Report

Project Title: Streamlining Ticket Assignment for Efficient Support Operations

Category: ServiceNow System Administrator

Skills Required: TensorFlow, Spring

1. Problem Statement

Manual ticket routing in the current support system causes inefficiencies such as delayed responses, misrouted tickets, and uneven workload distribution. These issues lead to customer dissatisfaction and reduced operational productivity.

2. Root Causes

• Lack of automation in ticket classification and routing
• Human error during ticket assignment
• No real-time monitoring or workload balancing mechanism

3. Target Users / Stakeholders

• Support engineers and administrators
• IT service desk managers
• End-users submitting support requests

4. Proposed Solution

The proposed solution is to implement an AI-powered ticket routing system that automatically classifies incoming tickets using a TensorFlow-based model and assigns them to the most suitable support teams through Spring-integrated automation with ServiceNow APIs. This ensures faster resolution and fair workload distribution.

5. How It Solves the Problem

• Eliminates manual routing and reduces human errors
• Accelerates issue resolution by assigning tickets instantly
• Balances workload dynamically based on team availability and expertise

6. Unique Features

• Machine learning–driven ticket categorization
• Integration with existing ServiceNow workflows
• Performance analytics dashboard for tracking ticket flow efficiency

7. Expected Outcomes

• 40–60% reduction in ticket assignment time
• Improved SLA compliance and customer satisfaction
• Optimized resource utilization across support teams

8. Tools & Technologies

TensorFlow, Spring Framework, ServiceNow API, MySQL, RESTful Services

9. Impact / Value Proposition

The system enhances operational efficiency and scalability in IT support by providing data-driven insights to improve decision-making. It ensures faster, smarter, and fairer ticket distribution while improving service quality and resource management.