

Brainstorm and Idea prioritization Template

Brainstorming

During the brainstorming session, the team discussed existing challenges in manual ticket routing and explored innovative solutions to automate the process using machine learning and ServiceNow integration.

Key Ideas Generated:

1. Automated Ticket Classification:

Use a TensorFlow-based model to categorize tickets based on keywords, priority, and department.

2. Skill-Based Assignment:

Route tickets automatically to agents or teams with the right expertise level in the identified issue area.

3. Workload Balancing System:

Integrate an automated workload tracker within ServiceNow to ensure even ticket distribution among agents.

4. Priority Prediction:

Use AI to predict ticket urgency based on historical resolution patterns and assign accordingly.

5. Feedback Loop:

Collect agent and customer feedback to retrain the ML model and improve routing accuracy over time.

6. Dashboard & Analytics:

Develop an admin dashboard to visualize ticket flow, team performance, and system efficiency in real-time.

Outcome of Brainstorming:

Ideas were categorized into three primary areas:

AI-driven Automation (TensorFlow model development)

Performance Monitoring (Dashboards and feedback optimization)

Idea Prioritization

After evaluating all proposed ideas, the team prioritized them based on feasibility, impact, and implementation effort.

Priority Idea Reason for Selection

- 1 Automated Ticket Classification using TensorFlow Core feature that directly improves routing accuracy and speed.
- 2 Skill-Based and Workload-Aware Assignment Ensures fair and effective resource utilization.
- 3 ServiceNow API Integration using Spring Enables smooth automation within the existing workflow.
- 4 Analytics Dashboard Provides visibility and performance tracking to administrators.
- 5 Feedback-Based Learning System Adds continuous improvement to the model and system performance.

Implementation Steps:

1. Analyze ticket data to identify key classification parameters.
2. Train a TensorFlow model for automated category prediction.
3. Develop a Spring-based service for routing logic.
4. Integrate with ServiceNow API for ticket updates.
5. Test for accuracy, balance, and speed improvements.
6. Deploy the model and monitor performance through dashboards.
7. Refine routing based on feedback and analytics data.

