

PROJECT DESIGN PHASE

PROBLEM- SOLUTION FIT TEMPLATE

Date	07 NOV 2025
Team id	NM2025TMID09101
Project name	Streamlining Ticket Assignment for Efficient Support Operations

Problem:

Support tickets are assigned inefficiently, leading to delays in response and resolution. Manual assignment causes uneven workload distribution among support agents. Lack of prioritization results in critical issues being delayed. Overall customer satisfaction is reduced due to slow handling times.

Discussion:

The team identified that the existing manual process in ServiceNow lacks automation and smart routing. Collaboration among team members highlighted the need for an automated solution to optimize agent assignment. After analyzing ticket trends and workloads, the team concluded that an intelligent assignment mechanism would significantly improve efficiency.

Ideas:

Implement an automated ticket assignment system based on ticket category, priority, and agent availability. Integrate ServiceNow workflows and machine learning algorithms to predict the best agent for each issue. Create a dashboard for tracking ticket status and team performance in real-time. Introduce notifications and alerts for pending or overdue tickets.

Solutions:

Develop an automation rule within ServiceNow that routes tickets dynamically to available and suitable agents. Design and test workflows for accuracy and response time improvement. Implement analytics to monitor efficiency, agent performance, and ticket trends. Outcome: Reduced manual intervention, improved response rate, and enhanced customer satisfaction.

Expected Results:

- Reduction in ticket resolution time by 40–50%.
- Balanced workload distribution among agents.
- Increased customer satisfaction and transparency.
- Enhanced monitoring through an automated dashboard.

