

Project Design Phase
Proposed Solution Template

Date	30 June 2025
Team ID	LTVIP2025TMID30150
Project Name	Streamlining Ticket Assignment for Efficient Project Management
Maximum Marks	2 Marks

Proposed Solution Template:

Project team shall fill the following information in the proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Manual ticket assignment in Servicenow is inefficient, inflexible, and leads to delayed resolutions, unbalanced team workload, and SLA violations. Project managers and admins spend excessive time managing queues and configurations without adapting to workload, priority, or assignee performance.
2.	Idea / Solution description	Our solution is an intelligent ticket routing system integrated into ServiceNow. It combines rule-based assignment logic with workload analysis and optional machine learning prediction. A real-time dashboard displays current assignments, and SLA-based logic ensures time-sensitive tickets are prioritized and reassigned automatically if needed.
3.	Novelty / Uniqueness	<ul style="list-style-type: none">- Integrates rule-based and ML-based logic for flexible ticket routing- Includes dynamic workload monitoring dashboard- Real-time reassignment based on inactivity or overload- Adaptable for multiple domains: IT support, HR service delivery, facilities management
4.	Social Impact / Customer Satisfaction	<ul style="list-style-type: none">- Increases SLA compliance and customer satisfaction through faster resolution.- Reduces stress on support teams by balancing workload automatically.- Minimizes manual intervention, saving time for admins and managers.- Builds trust with requesters due to more consistent service delivery.
5.	Business Model (Revenue Model)	<ul style="list-style-type: none">- Offer as a ServiceNow app (paid plugin)- Subscription-based licensing for enterprise clients.- Custom integration and support services for large ITSM implementations.- Freemium model for educational or pilot usage.

6.	Scalability of the Solution	<ul style="list-style-type: none">- Scales across departments and global Servicenow instances.- Can be extended to integrate AI models trained on organization-specific ticket patterns- Supports multi-language and multi-region configurations.- Deployable via Servicenow Store or private marketplace.
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