

## Project Design Phase

### Proposed Solution

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Team ID: NM2025TMID09193

Project Name: Streamlining Ticket Assignment for Efficient Support Operations

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#### Proposed Solution Template

S.No.	Parameter	Description
1	<b>Problem Statement (Problem to be solved)</b>	In the current support system, tickets are manually assigned to agents, causing delays, uneven workloads, and slower response times. This results in inefficiency, lower customer satisfaction, and operational strain on the support team.
2	<b>Idea / Solution Description</b>	Implement an automated ticket routing system in ServiceNow that assigns incoming tickets based on agent skill, workload, and ticket priority. This automation ensures balanced distribution and faster ticket handling.
3	<b>Novelty / Uniqueness</b>	The solution leverages ServiceNow's native automation capabilities with customized assignment rules and machine learning suggestions to optimize routing — without relying on external plugins or tools.
4	<b>Social Impact / Customer Satisfaction</b>	Faster ticket resolution improves end-user satisfaction, reduces stress for agents, and promotes a fair and transparent workflow, ultimately leading to improved service quality across departments.
5	<b>Business Model (Revenue Model)</b>	While not directly revenue-generating, the automation reduces operational costs, minimizes delays, and optimizes workforce productivity, improving the organization's overall service performance.
6	<b>Scalability of the Solution</b>	The automated assignment model can be scaled across various modules like Incident, Change, and Request Management. It can also adapt to multi-departmental setups with role-based and skill-based configurations.

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#### Solution Description

The proposed solution automates ticket assignment within ServiceNow to enhance operational efficiency and fairness.

By defining **business rules**, **skill-based routing**, and **workload balancing mechanisms**, the system intelligently assigns tickets to the most suitable agent or team.

This automation eliminates manual intervention, ensures faster response times, and maintains consistent performance.

Additionally, **managers** can monitor ticket flow in real-time and identify bottlenecks easily. The solution's adaptability makes it ideal for scaling across multiple teams or departments, helping organizations maintain high-quality service delivery while improving employee satisfaction.