

Project Design Phase

Problem–Solution Fit

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Team ID: NM2025TMID09193

Project Name: Streamlining Ticket Assignment for Efficient Support Operations

Problem–Solution Fit

The Problem–Solution Fit simply means identifying a real issue experienced by customers or users and ensuring the proposed solution effectively resolves it.

In this project, our goal is to streamline the ticket assignment process in ABC Corporation's support operations.

This approach helps organizations recognize inefficiencies in their workflows, understand employee challenges, and develop automated solutions that improve speed, fairness, and customer satisfaction.

Purpose:

- Enhance ticket management efficiency through intelligent automation.
- Reduce manual workload and response time by routing tickets automatically to the right team.
- Improve customer satisfaction by ensuring faster and accurate ticket resolution.
- Optimize resource utilization and balance workloads among support agents.
- Increase visibility, accountability, and transparency in the ticketing process.
- Build a reliable foundation for continuous improvement using ServiceNow's automation tools

Problem – Solution Fit Diagram

Steamlining Ticket Assignment Process



Requirement Gathering

Identify current ticket assignment challenges such as delayed routing, uneven workload, or manual effort. Gather requirements from support teams and analyze existing ServiceNow workflows.

Plan Development

Design automation logic for ticket routing based on category, urgency, and agent availability. Define approval hierarchies, notification triggers, and escalation paths.

System Analysis

Audit current support database and incident management modules. Map relationships between ticket categories, assigned groups, and user permissions to ensure consistency.

Rule Implementation

Design automation logic for ticket routing based on category, urgency, and agent availability. Define approval hierarchies, notification triggers, and escalation paths.

Testing and Validation

Perform end-to-end testing with real and simulated tickets. Validate that tickets are routed correctly and workload distribution remains balanced.

Monitoring and Feedback

Continuously monitor ticket resolution metrics and SLA performance. Gather feedback from support agents to refine automation logic and ensure continuous improvement.

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Explanation:

The project **“Streamlining Ticket Assignment for Efficient Support Operations”** addresses the pain points in traditional ticket management where manual routing leads to inefficiency and employee frustration.

By leveraging **ServiceNow automation**, the solution ensures:

- Real-time routing of tickets to appropriate agents.
- Fair distribution of workload.
- Increased customer satisfaction due to faster resolution times.

This results in a **smarter, faster, and more transparent** support operation, improving both user and customer experience.