

## Project Design Phase

### Proposed Solution

Date	24 June 2025
Team ID	LTVIP2025TMID20421
Project Name	Streamlining Ticket Assignment For Efficient Support Operations
Mentor Name	Dr Shaik Salma Begum
Maximum Marks	2 Marks

### Proposed Solution:

S.No.	Parameter	Description
1.	<b>Problem Statement (Problem to be solved)</b>	Support operations face delays and inefficiencies due to manual ticket assignment. This leads to misrouting, SLA breaches, and increased resolution time.
2.	<b>Idea / Solution Description</b>	Build an automated ticket routing system in ServiceNow using Flow Designer. The solution uses conditions based on issue types to assign tickets to the correct support groups automatically.
3.	<b>Novelty / Uniqueness</b>	Unlike conventional manual triaging or generic ticket systems, this solution leverages ServiceNow's native automation tools (Flow Designer, Business Rules) to enable intelligent and instant ticket routing.
4.	<b>Social Impact / Customer Satisfaction</b>	Improves internal support efficiency and employee satisfaction by reducing resolution time. Ensures faster help for users, better SLA compliance, and improved service transparency.
5.	<b>Business Model (Revenue Model)</b>	Though developed as a learning project, it can be offered to other enterprises or educational institutions as a pre-configured ServiceNow module or managed service for IT support optimization.
6.	<b>Scalability of the Solution</b>	The flow and logic can easily be adapted to support multiple departments, ticket types, or service domains. New groups, triggers, and routing rules can be added with minimal configuration.