**Project Design Phase**

**Problem – Solution Fit**

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| 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 |

**Problem–Solution Fit**

The Problem–Solution Fit for this project reflects how the **Streamlining Ticket Assignment** system using **ServiceNow** addresses major inefficiencies in managing IT support operations. By automating the ticket routing process, the solution aligns with the operational pain points and behavioral patterns of support agents and managers—enhancing responsiveness, transparency, and team efficiency.

**Purpose**

• Solve ticket routing delays and uneven workload distribution with a fair and automated system.  
• Accelerate support response times by assigning tickets based on specific issue types and conditions.  
• Improve SLA adherence and reduce stress among agents through clearly defined assignments.  
• Minimize dependency on manual monitoring and routing, which often leads to human error.  
• Ensure transparency and accountability by tracking ticket ownership and assignment logic.

**Problem–Solution Summary**

| **Identified Problem** | **Proposed Solution** |
| --- | --- |
| Tickets assigned manually, causing delays and bias | Automated routing using Flow Designer based on issue type and predefined rules |
| No consistent criteria for ticket distribution | Rule-based logic for assigning tickets to correct support groups |
| SLA breaches due to delayed or missed assignments | Faster routing ensures timely ticket attention and reduces SLA violations |
| Agents overloaded while others remain idle | Balanced workload via group-level routing aligned to issue categories |
| No visibility into routing logic | Transparent flows and audit trails built within the ServiceNow platform |
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**Outcome**

By achieving problem–solution fit, this project ensures:  
• Tickets are routed quickly and accurately, reducing delays and increasing customer satisfaction.  
• Workload is balanced among groups, improving team efficiency and morale.  
• The automation logic mirrors real-life scenarios, leading to seamless integration and adoption.  
• Service teams operate with greater control and clarity, aligning support efforts with business objectives.

