**Project Design Phase**

**Proposed Solution**

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| Date | 24 June 2025 |
| Team ID | LTVIP2025TMID20412 |
| 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** |
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| 1. | **Problem Statement (Problem to be solved)** | Support operations face delays and inefficiencies due to manual ticket assignment. This leads to misrouting, SLA breaches, and increased resolution time. |
| 2. | **Idea / Solution Description** | 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. | **Novelty / Uniqueness** | 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. | **Social Impact / Customer Satisfaction** | Improves internal support efficiency and employee satisfaction by reducing resolution time. Ensures faster help for users, better SLA compliance, and improved service transparency. |
| 5. | **Business Model (Revenue Model)** | 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. | **Scalability of the Solution** | 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. |