Project Design Phase
Proposed Solution

Date	15 February 2026
Team ID	LTVIP2026TMIDS89549
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Proposed Solution Template:

S.No .	Parameter	Description
1.	Problem Statement (Problem to be solved)	In the existing ServiceNow environment, there is no automated mechanism for routing support tickets, leading to inefficiencies in operational workflows. This absence of automation results in frequent delays in issue resolution and reduced overall service effectiveness.
2.	Idea / Solution description	The proposed solution assigns users to specific groups based on their roles, which are then linked to relevant tables through configured access controls. Automated flows are created to route tickets to appropriate groups or agents, establishing an intelligent and efficient ticket assignment system within ServiceNow. This automation ensures accuracy, consistency, and faster issue handling.

3.	Novelty / Uniqueness	The implementation leverages ServiceNow's native, out-of-the-box functionalities without relying on custom plugins or third-party integrations. This makes the solution robust, sustainable, and easy to maintain while retaining high efficiency and flexibility.
4.	Social Impact / Customer Satisfaction	The solution significantly enhances operational efficiency by ensuring that tickets are automatically assigned to the right teams. This reduces manual intervention, shortens response times, and ultimately boosts customer satisfaction through quicker and more reliable issue resolution.
5.	Business Model (Revenue Model)	By reducing delays, optimizing resource utilization, and improving workflow accuracy, the solution minimizes operational costs and maximizes productivity. This leads to costeffective IT service management (ITSM) operations, aligning with business goals and improving return on investment.
6.	Scalability of the Solution	The framework can be extended to other modules such as Change Requests and Problem Tickets, ensuring consistency across multiple IT processes. The scalability of this design allows seamless integration with future automation efforts, maintaining reliability and adaptability within ServiceNow.

Solution Description:

An automated ticket routing system was developed in **ServiceNow** using its built-in capabilities to streamline support operations. By organizing users into structured, role-based

groups and configuring access controls, the system intelligently assigns tickets to the most suitable teams or agents. This automation minimizes manual effort, reduces response times, and ensures accurate ticket handling.

The solution improves operational reliability, enhances customer experience, and optimizes resource allocation—all without the need for custom plugins or external integrations. Its scalable framework also provides a foundation for extending automation to other IT service management processes, enabling long-term efficiency and consistency across the organization.