Project Design Phase
Proposed Solution

Date	01 November2025
Team ID	NM2025TMID02349
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 ServiceNow, there is no automated system for ticket routing and also there is no operational efficiency,there is also issue in delays in issue resolution
2.	Idea / Solution description	Here user is assigned to groups and their specific roles and the role is assigned to tables ,access control is also created ,flow is also created to assign operational system to group by this automated ticket routing system is implemented
3.	Novelty / Uniqueness	This was achieved using out-of-the-box ServiceNow logic, providing a robust and effective solution without the need for custom plugins or complex external integrations.
4.	Social Impact / Customer Satisfaction	It Improves operational efficiency by accurately assigning support tickets to the appropriate teams and also reduce delays in issue resolution, enhance customer satisfaction.
5.	Business Model (Revenue Model)	The solution effectively reduces resolution delays, boosts customer satisfaction, and optimizes resource allocation within the support department—leading to more cost-effective and streamlined ITSM operations.
6.	Scalability of the Solution	This project can be expanded in several practical ways to make support operations even smoother. The same protection that stops users with active tickets from being deleted can be applied to other areas like Change Requests and Problem Tickets, ensuring consistency across all IT processes.

Solution Description:

We implemented an automated ticket routing system in ServiceNow using out-of-the-box features to streamline support operations. By organizing users into role-based groups and configuring access controls, we enabled intelligent ticket assignment that reduces resolution delays, improves resource allocation, and enhances customer satisfaction—all without custom plugins. This scalable solution also sets the foundation for expanding automation to other IT processes.