

Project Title	Streamlining Ticket Assignment for Efficient Support Operations
Date	02.11.2025
Team ID	NM2025TMID01861
Maximum Marks	2 Marks

Customer Problem Statement Template

We'll fill out the table using the required structure:

Problem Statement (PS)	I am (Customer)	I'm trying to...	But because...	Which makes me feel...
PS-1	A support engineer at ABC Corporation	Quickly handle and resolve incoming support tickets	Tickets are manually assigned to the wrong team or delayed due to human routing	Frustrated and overwhelmed by slow responses and workload
PS-2	An employee submitting a service request	Get quick help from the IT department for issues like login errors or expired certificates	My tickets often reach the wrong team and take a long time to get resolved	Dissatisfied and less confident in the support system

Summary of Customer Problem:

- Manual ticket assignment causes **delays** and **inefficiencies**.
- Employees and support staff **waste time** determining who should handle an issue.

- This leads to **poor customer satisfaction** and **lower operational efficiency**.
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Solution Direction:

To address these problems, we developed an **automated ticket assignment system** in **ServiceNow**, using:

- **Flow Designer** for logic-based automation
- **Groups and roles** for clear ownership
- **Access control (ACLs)** for security
- Optional **AI integration (TensorFlow)** for intelligent ticket routing

This ensures that each new ticket is automatically assigned to the **right team**, reducing delays and improving the customer experience.