

<b>Project Title</b>	<b>Streamlining Ticket Assignment for Efficient Support Operations</b>
<b>Date</b>	<b>02.11.2025</b>
<b>Team ID</b>	<b>NM2025TMID01861</b>
<b>Maximum Marks</b>	<b>4 Marks</b>

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## **Step 1: Team Gathering, Collaboration, and Problem Selection**

### **Problem Statement:**

In ABC Corporation, support tickets are currently assigned manually to support teams, leading to delays and inefficiencies in resolving customer issues. The goal is to implement an **automated ticket routing system** in **ServiceNow** that assigns incoming tickets to the correct support group (Platform or Certificates) based on the issue type.

### **Team Collaboration:**

The team met to identify key areas causing delays in customer support. After analyzing existing ServiceNow processes, we concluded that ticket assignment is repetitive and can be automated using built-in tools like **Flow Designer**.

### **Why We Selected This Problem:**

- Manual ticket assignment leads to delayed issue resolution.
  - Employees spend time deciding which team handles which request.
  - Automation can reduce response time, improve accuracy, and increase customer satisfaction.
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## **Step 2: Brainstorming, Idea Listing, and Grouping**

### **Brainstormed Ideas:**

Idea No.	Idea Description	Tools/Concepts Used	Expected Outcome
1	Create automatic ticket routing using ServiceNow Flow Designer	ServiceNow	Faster ticket assignment
2	Use AI/ML model to predict the correct group	TensorFlow	Smarter, learning-based routing
3	Add notifications for group members when a new ticket is assigned	ServiceNow Notifications	Instant awareness of new tickets
4	Create dashboards for tracking ticket metrics	ServiceNow Reports	Visibility into support performance
5	Set up escalation for unresolved tickets	Flow Designer (Escalation)	Improved accountability

### Grouping of Ideas:

- Automation Ideas:** Auto-assign using Flow Designer, Escalations.
  - Analytics Ideas:** Reports and dashboards.
  - AI Enhancement Ideas:** TensorFlow-based routing.
  - Communication Ideas:** Notifications for team members.
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### Step 3: Idea Prioritization

After evaluating all ideas based on **impact**, **feasibility**, and **time**, the following were prioritized for implementation.

Priority	Idea	Reason for Selection	Feasibility	Impact
①	Flow Designer-based automatic ticket assignment	Core requirement, easy to implement	High	High
②	Create groups and assign users	Needed for automation logic	High	Medium

3	Add notification on assignment	Improves usability	Medium	Medium
4	AI model for ticket prediction	Optional enhancement (future scope)	Low	High
5	Reporting and dashboards	Adds professional polish	Medium	Medium

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### Chosen Solution:

The team chose to **implement the automatic ticket routing system using ServiceNow's Flow Designer**.

This solution required:

- Creating users, groups, and roles
- Building a custom table “Operations Related”
- Defining access through ACLs
- Designing Flows to route tickets based on the issue field

### Example Outcome:

Issue	Assigned Group	Responsible User
Unable to login to platform	Platform Group	Manne Niranjan
Regarding certificates	Certificates Group	Katherine Pierce

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### Expected Benefits:

- ⏰ Faster response time for customers
- 💬 Reduced workload on admins
- 📊 Better tracking of ticket flow
- 💬 Improved collaboration between support teams

- 🧠 Easy future integration with AI (TensorFlow model)
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## **Future Enhancements:**

- Integrate TensorFlow to auto-detect issue type from ticket description
- Add SLA tracking and escalation logic
- Include dashboards showing ticket trends and performance metrics