Project Design Phase
Proposed Solution

Date	2 November 2025
Team ID	NM2025TMID00329
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Proposed Solution:

S.No	Parameter	Description
1	Problem Statement	In large organizations like ABC Corporation, manual ticket assignment leads to misrouted requests, delays in issue resolution, and increased operational workload. The absence of automation affects service quality and customer satisfaction.
2	Idea / Solution Description	The project uses ServiceNow Flow Designer to automate the routing of support tickets. When a new issue is created, the system automatically assigns it to the relevant team (Platform or Certificate group) based on predefined conditions. The automation includes real-time triggers, record updates, and secure role-based access.
3	Novelty / Uniqueness	The proposed system eliminates the need for manual ticket handling by fully utilizing ServiceNow's native automation capabilities. It is entirely workflow-driven, requiring no external plug-ins or third-party integrations. Its modular design allows new teams and issue categories to be added easily.
4	Social Impact / Customer Satisfaction	The automated routing system enhances customer experience by ensuring faster responses, accurate issue categorization, and improved communication. It reduces manual dependencies, ensuring that support engineers can focus on resolving issues rather than sorting tickets.
5	Business Model (Revenue Model)	Although not directly revenue-generating, the system saves operational costs by reducing manpower hours spent on manual ticket triage. It improves productivity, optimizes resource allocation, and supports scalability, resulting in long-term financial efficiency.
6	Scalability of the Solution	The automation logic is designed for scalability. Additional conditions, user roles, or support teams can be integrated without affecting existing flows. The same system can also be extended to handle incidents, change requests, or maintenance operations in the future.

Conclusion – Solution Description

The proposed ServiceNow-based automated ticket assignment system provides a complete solution for improving the efficiency of IT support operations at ABC Corporation. By using Flow Designer, the system ensures that tickets are automatically assigned to the correct teams based on issue type, eliminating manual routing errors and delays.

The platform ensures transparency, accountability, and security through role-based access control and structured workflows. With real-time triggers and updates, the system helps maintain a smooth and consistent support process.

This solution not only resolves existing inefficiencies in manual ticket handling but also sets a foundation for future scalability, allowing the organization to adopt intelligent automation across multiple service domains.