

## Project Design Phase

### Problem - Solution Fit

Date	2 November 2025
Team ID	NM2025TMID00329
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

#### Problem – Solution Fit Template

The project *Streamlining Ticket Assignment for Efficient Support Operations* addresses one of the most common challenges in corporate IT environments — the manual assignment of service tickets. Traditional support systems rely heavily on human decision-making, which often leads to misrouted tickets, uneven workload distribution, and delayed resolutions.

Our solution provides a centralized and automated ticket management framework within ServiceNow, designed to intelligently route tickets to the appropriate support groups based on issue type and category. Using the Flow Designer module, the system automatically triggers actions and updates assignments in real time, eliminating repetitive manual steps.

This approach enhances the speed, accuracy, and transparency of IT operations while maintaining control through role-based access. By reducing the dependency on manual routing, organizations can ensure faster response times, better utilization of technical resources, and an overall improvement in service quality. The project demonstrates how automation in ServiceNow can transform support workflows into a smarter, data-driven process that ensures both efficiency and accountability.

#### Purpose

- To eliminate delays and inconsistencies in ticket handling by automating the routing and assignment process within ServiceNow.
- To ensure accurate ticket categorization using issue-based triggers, minimizing the chances of misrouted or unassigned incidents.

- To integrate automation seamlessly into existing support workflows, improving team collaboration and operational visibility.
- To reduce manual effort for support staff and enable them to focus on critical problem-solving rather than routine ticket triage.
- To enhance customer satisfaction and organizational productivity through faster, more transparent, and more reliable support operations.
- To establish a scalable and reusable automation framework that can be adapted to other departments or service categories within the enterprise.

