

Project Planning Phase

Date	31 Oct 2025
Team ID	NM2025TMID04574
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	5 Marks

Problem – Solution Fit :

The Problem–Solution Fit identifies the gap in the current support ticket assignment process and ensures that the implemented solution effectively addresses the issue. It confirms that the automation workflow designed aligns with the needs of support teams and improves the efficiency of ticket routing in ServiceNow.

Purpose:

- To ensure tickets are assigned to the correct support team without manual intervention.
- To reduce delays in ticket handling and improve service response time.
- To minimize errors caused by manual sorting of issue types.
- To improve support team productivity and operational efficiency.
- To provide a scalable and secure ticket routing mechanism.

Problem Statement:

In the current support system, tickets are being assigned manually, which often results in misrouting, delays in response time, and confusion among support teams. This negatively impacts user satisfaction and increases the workload on administrators.

Proposed Solution:

The solution is to automate ticket assignment in ServiceNow using Flow Designer. The system will route incoming tickets based on the value of the Issue field to the appropriate support group (Platform Team or Certificate Team). Custom tables, issue choices, and role-based access controls are implemented to support secure and efficient processing.

Why This Solution Fits:

- Ease of Use: Support staff do not need to manually review or assign tickets.

- Accuracy: Each ticket is assigned based on predefined rules and issue categories.
- Speed: Tickets are routed instantly to respective support teams.
- Security: ACLs ensure only authorized users can view or modify records.
- Scalability: New issue types or support groups can be added easily without changing the workflow logic.

Outcome:

- Ticket assignment is now automatic and consistent.
- Support teams receive only relevant tickets, improving workflow efficiency.
- Unauthorized access to sensitive support data is prevented.
- The solution results in faster response and resolution times, improving user experience.