

IdeationPhase

Streamlining Ticket Assignment for Efficient Support Operations

Date	4 November 2025
Team ID	F70F258581C0B9EB7CA4B198A7C73807
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Step 1: Team Gathering, Collaboration and Selecting the Problem Statement

The team convened to discuss current inefficiencies in ABC Corporation's support ticketing system. It was noted that tickets are often misrouted or delayed due to manual handling, resulting in prolonged resolution times and decreased customer satisfaction.

Selected Problem Statement:

Manual ticket assignment is causing delays and misrouting in ABC Corp's support system, leading to inefficiencies and poor user experience.

Step 2: Idea Listing and Grouping

Ideas Generated:

- Create automated ticket routing based on issue type.
- Leverage ServiceNow Flow Designer for workflow automation.
- Group support teams based on skillset (e.g., Platform, Certificates).
- Assign users to specific support groups with roles and permissions.
- Use Access Control Lists (ACLs) to secure data handling.
- Implement condition-based triggers for real-time ticket updates.

Grouped Ideas:

Group	Ideas
Automation	Flow Designer routing, trigger-based record updates
Structure	User-group-role mapping, table creation
Security	ACLs, role-based restrictions
Scalability	Choice fields for common issues, modular design

Step 3: Idea Prioritization

Idea	Impact	Feasibility	Priority
Automated routing with Flow Designer	High	High	Top
User-rolegroup structure	High	Medium	Top
Table design with choicebased issue fields	Medium	High	Top
ACL configuration for roles	Medium	Medium	Medium

Manual ticket
classification

Low

High

Discarded