

**Project Design Phase-II Technology  
Stack (Architecture & Stack)**

Date	02 November 2025
Team ID	NM2025TMID04195
Project Name	Streamlining Ticket Assignment for Efficient Support Operation
Maximum Marks	4 Marks

**Technical Architecture:**

The Deliverable shall include the architectural diagram as below and the information as per the table1 & table 2

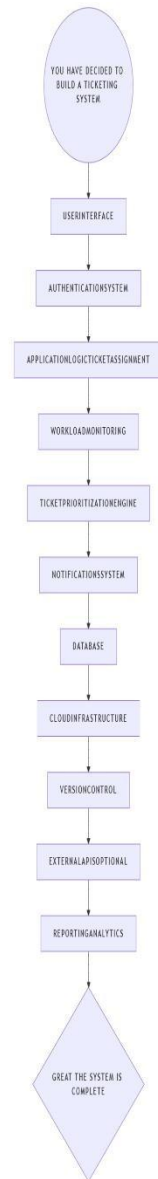
**Example: Order processing during pandemics for offline mode**

**Reference:** <https://www.freshworks.com/freshservice/it-ticketing-system/>

**Guidelines:**

- Include all the processes such as Ticket Assignment, Workload Monitoring, Ticket Prioritization, Notifications, and Reporting  
*(as application logic / technology blocks)*
- Provide infrastructural demarcation by showing:
- **Local side** → Users (Customer, Agent, Team Lead)
- **Cloud side** → Backend services, Authentication, Database, Analytics
- Indicate external interfaces such as:

- Email / SMS Notification API
- Optional CRM / ITSM integration API
- Indicate Data Storage components / services such as:
  - Ticket Database
  - Agent Skill & Workload Database
  - Logs / History Database
- Indicate interface to Machine Learning Models (*if applicable*) for:
  - Automatic ticket prioritization
  - Smart workload-based ticket routing



**Table-1 : Components & Technologies:**

S.No	Component	Description	Technology
1.	User Interface	Web portal for customers, agents & leads to raise, view and manage support tickets	ServiceNow Web UI
2.	Application Logic-1	Automatically assigns tickets based on priority, skill & workload	ServiceNow Flow Designer, Script
3.	Application Logic-2	Tracks agent workload in real-time for fair ticket distribution	GlideRecord in Server Script
4.	Application Logic-3	Sends notifications for new assignments, escalations & SLA alerts	ServiceNow Notifications
5.	Database	Stores tickets, user profiles, skillset & workload details	ServiceNow CMDB, Incident Tables
6.	Cloud Database	ServiceNow-managed backend database	ServiceNow Cloud Database
7.	File Storage	Stores activity logs & system records internally	ServiceNow system logs
8.	External API-1	Integration with CRM or email/SMS gateways for ticket alerts	REST API in ServiceNow
9.	External API-2	Not applicable	-
10.	Machine Learning Model	For predictive ticket routing and smart assignment decisions	-
11.	Infrastructure (Server / Cloud)	Fully hosted and managed in ServiceNow environment	ServiceNow Cloud (SaaS)

**Table-2: Application Characteristics:**

S.No	Characteristics	Description	Technology
1.	Open-Source Frameworks	Not applicable (ServiceNow is proprietary)	-
2.	Security Implementations	Secure role-based access for Customers, Agents & Leads. Ensures only authorized users can view/modify tickets.	ACLs, Scoped Applications
3.	Scalable Architecture	Supports increasing number of tickets and support agents seamlessly through cloud scalability	ServiceNow Cloud Architecture
4.	Availability	Platform remains active 24/7 ensuring continuous support operations globally	Load-balanced ServiceNow Instances
5.	Performance	Fast ticket assignment & workflow execution with optimized queries and processing	GlideRecord, Asynchronous Flows, Background Scripts