

# **Project Report: Streamlining Ticket Assignment for Efficient Support Operations**

**TEAM ID: LTVIP2026TMIDS25030**

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## **Streamlining Ticket Assignment for Efficient Support Operations**

### **1. Introduction**

ABC Corporation identified delays and inefficiencies in its support operations due to manual ticket routing. To address these challenges, an automated ticket routing system was implemented using ServiceNow. The objective of this initiative was to enhance operational efficiency, improve response times, and ensure that support tickets are assigned accurately to the appropriate teams.

### **2. Objectives**

- Automate the ticket assignment process.
- Reduce delays in issue resolution.
- Improve customer satisfaction.
- Optimize resource utilization within the support department.
- Minimize human errors in ticket routing.

### **3. Challenges in Manual Ticket Routing**

Before automation, ticket routing was handled manually, which led to several operational challenges:

- Incorrect assignment of tickets.
- Increased response and resolution time.
- Overloaded teams and uneven workload distribution.
- Limited visibility into ticket status and performance metrics.

### **4. Proposed Solution: Automated Ticket Routing using ServiceNow**

The automated ticket routing system leverages ServiceNow workflows and business rules to categorize and assign tickets based on predefined criteria such as issue type, priority level, and department. The system ensures that tickets are automatically directed to the most suitable support team without manual intervention.

### **5. Implementation Approach**

1. Configured ServiceNow workflows for automated ticket categorization.

2. Defined assignment rules based on priority, category, and expertise.
3. Integrated notification mechanisms for real-time alerts.
4. Monitored system performance and optimized routing rules.

## 6.Results(outputs):

	name	assigned to group	assigned to user	comment	issue	priority	service request number	ticket raised date
	helloworld	platform	(empty)		regarding user expired			(empty)
	(empty)	(empty)	(empty)					(empty)
	vivek	platform	(empty)		unable to login to platform			(empty)
	manikanta	platform	(empty)	laptop is not working	unable to login to platform	001		2026-02-05 02:08:38
	abc	certificates	(empty)	not working properly	regarding certificates			(empty)

The screenshot shows the ServiceNow web interface with the following details:

- Header:** servicenow All Favorites History Workspaces : operations related - New Record ★
- Breadcrumbs:** operations related New record
- Form Fields (Left Column):**
  - service request number: (Input field)
  - name: (Input field)
  - assigned to group: (Input field with search icon)
  - assigned to user: (Input field with search icon)
- Form Fields (Right Column):**
  - comment: (Input field)
  - priority: (Input field)
  - issue: (Select dropdown with option -- None --)
  - ticket raised date: (Input field with calendar icon)
- Buttons:** Submit (Bottom left), and a small circular icon with a question mark (Bottom right).

servicenow All Favorites History Workspaces :

operations related - New Record ★

Search

operations related  
New record

service request number	1002	comment	laptop is not working
name	y.subhash	priority	high
assigned to group	platform	issue	unable to login to platform
assigned to user		ticket raised date	2026-02-09 04:29:10

**Submit**

servicenow All Favorites History Workspaces Admin

operations related ★

Search

operations related

name Search Actions on selected rows... New

All

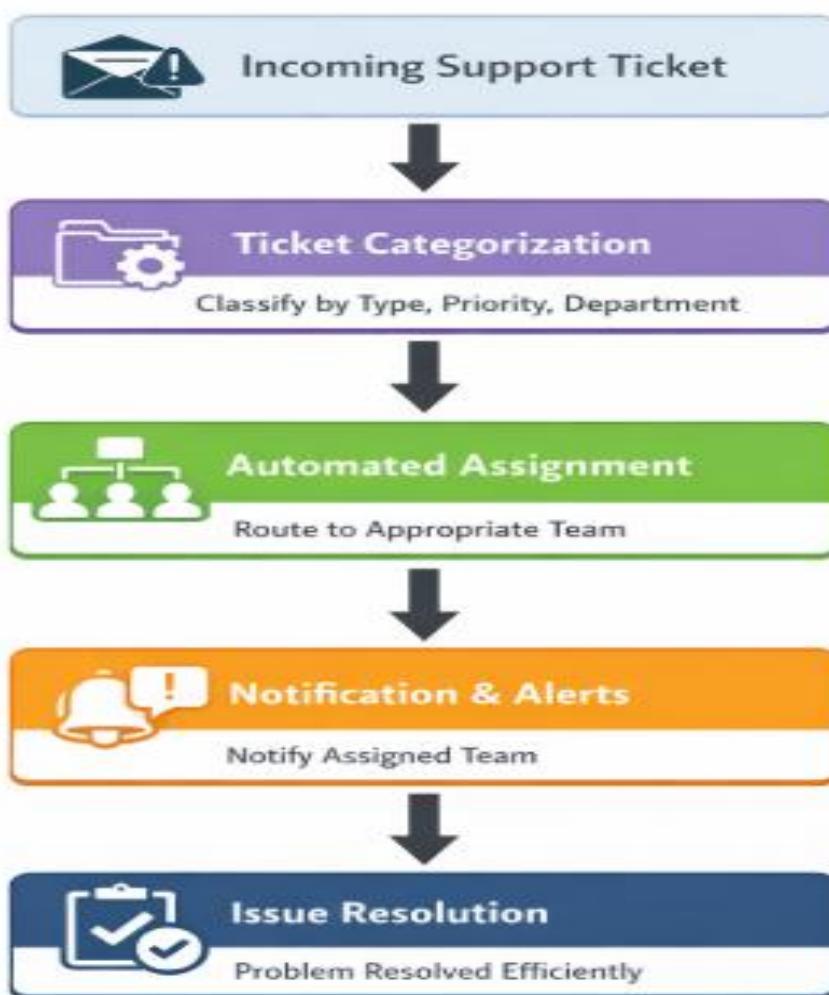
	name	assigned to group	assigned to user	comment	issue	priority	service request number	ticket raised date
	Search	Search	Search	Search	Search	Search	Search	Search

y.subhash platform (empty) laptop is not working unable to login to platform high 1002 2026-02-09 04:29:10

## 7. Benefits and Impact

- Faster ticket resolution and reduced response time.
- Improved customer satisfaction levels.
- Balanced workload distribution across teams.
- Enhanced transparency and tracking of ticket lifecycle.
- Improved operational efficiency within the support department.

## 8. Flowchart:



## **9. Conclusion**

The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of ServiceNow, the organization has streamlined the process of assigning support tickets to the appropriate teams. This automation has addressed the inefficiencies of manual routing, ensured timely issue resolution, and enhanced overall support operations. The initiative serves as a strong foundation for future enhancements such as AI-driven prioritization and predictive support analytics.

## **10.APPENDIX**

Github /Source Code: <https://github.com/manjuvemula/Streamlining-Ticket-Assignment-for-Efficient-Support-Operations>

Drive link:

<https://drive.google.com/file/d/1sd25xH1IZSxY9GBwdyj2I0gOwUxJLnvC/view?usp=drivesdk>

Demo Video / Live URL : <https://youtu.be/935wC7qEkps>