

## **Project Design Phase**

### **Problem – Solution Fit Template**

Date	2 NOVEMBER 2025
Team ID	NM2025TMID05410
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

#### **Problem – Solution Fit Template**

The Problem–Solution Fit identifies a real challenge faced by support and service teams and develops an automated solution to resolve it effectively. In this project, the focus is on optimizing the ticket assignment process in ServiceNow to improve efficiency, reduce delays, and enhance workload balance across IT support teams.

#### **Purpose:**

- To automate ticket assignment and routing through workflows in ServiceNow.
- To ensure fair workload distribution among agents using role- and group-based logic.
- To reduce response time and improve service quality with real-time tracking.
- To enhance transparency in issue handling and streamline resolution processes.
- To build a scalable ServiceNow-based support system adaptable for any organization.

## Template:

### Problem-Solution Fit Canvas

Streamlining Ticket Assignment (version)

<b>1. CUSTOMER SEGMENT(S)</b> <ul style="list-style-type: none"><li>IT staff and Service Desk staff</li></ul>	<b>2. JOBS/TO-BE-DONE / PROBLEMS</b> <ul style="list-style-type: none"><li>IT staff continually struggles with manual ticket assignment</li></ul>	<b>6. AVAILABLE SOLUTIONS</b> <p>ServiceNow ITSM modules for handling incidents and requests</p>
<b>3. TRIGGERS</b> <ul style="list-style-type: none"><li>Frequent incidents and requests</li></ul>	<b>4. EMOTIONS: BEFORE / AFTER</b> <ul style="list-style-type: none"><li>Frustration and roadblocks</li></ul>	<b>7. CHANNELS OF BEHAVIOUR</b> <p>Increased use of ServiceNow for ticket assignment</p>
<b>5. TRIGGERS</b> <ul style="list-style-type: none"><li>Frequent incidents and requests, even lesser consequences</li></ul>	<b>8. EMOTIONS: BEFORE / AFTER</b> <ul style="list-style-type: none"><li>Anticipation improves from major</li><li>Anticipation improves</li></ul>	<b>9. PROBLEM ROOT CAUSE</b> <p>Manual ticket assignment processes</p>

References: <https://www.ideahackers.network/problem-solution-fit-canvas/>

This project focuses on automating the ticket assignment process in ServiceNow to improve efficiency and reduce response time. It eliminates manual ticket routing by assigning tasks automatically based on roles and groups. The system ensures fair workload distribution, real-time tracking, and better visibility of support operations. By automating workflows, organizations can handle issues faster, improve service quality, and enhance team productivity.