Project Design Phase

Proposed Solution

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

Proposed Solution Template

S. No	Parameter	Description
1.	Problem Statement (Problem to be solved)	In ServiceNow, manual ticket assignment causes uneven workload distribution, delays in resolution, and inefficiency in tracking and reporting.
2.	Idea / Solution Description	The project automates ticket assignment using ServiceNow's Flow Designer and Assignment Rules, ensuring tickets are distributed based on category, role, and agent workload.
3.	Novelty / Uniqueness	It introduces smart, automated ticket routing that reduces human error, improves response time, and ensures balanced workloads without external plugins.
4.	Social Impact / Customer Satisfaction	The solution enhances support team productivity, reduces turnaround time, and improves user satisfaction through faster and fairer issue handling.
5.	Business Model (Revenue Model)	Though not directly revenue-based, it increases efficiency, reduces SLA violations, and improves overall IT service management for organizations.
6.	Scalability of the Solution	The system can scale to handle more departments, categories, and user roles with minimal configuration, supporting both small and large enterprises.

Conclusion

In conclusion, the proposed solution offers an effective and automated approach to ticket assignment, addressing the challenges and inefficiencies of manual processes. By leveraging ServiceNow's capabilities, organizations can enhance the efficiency of their support operations and improve overall productivity.

The solution not only reduces the workload on support agents but also ensures faster resolution of tickets, leading to higher customer satisfaction.

Implementing this solution will result in a streamlined and effective support process, benefiting both the support team and the end-users.

Solution Description:

The Streamlining Ticket Assignment solution automates ticket routing within ServiceNow, reducing delays and ensuring balanced workloads. It uses Flow Designer and Assignment Rules to distribute tickets automatically based on category, role, or agent capacity. This eliminates manual errors, increases efficiency, and enhances customer satisfaction by improving response time and transparency in support operations.