Project Design Phase

Solution Architecture

Date	2 NOVEMBER 2025
Team ID	NM2025TMID05410
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Solution Architecture:

Goals of the Architecture

- Automate ticket assignment and routing via Flow Designer.

- Ensure fair workload distribution among agents.

- Enable real-time tracking and visibility.

- Reduce manual work to improve efficiency.
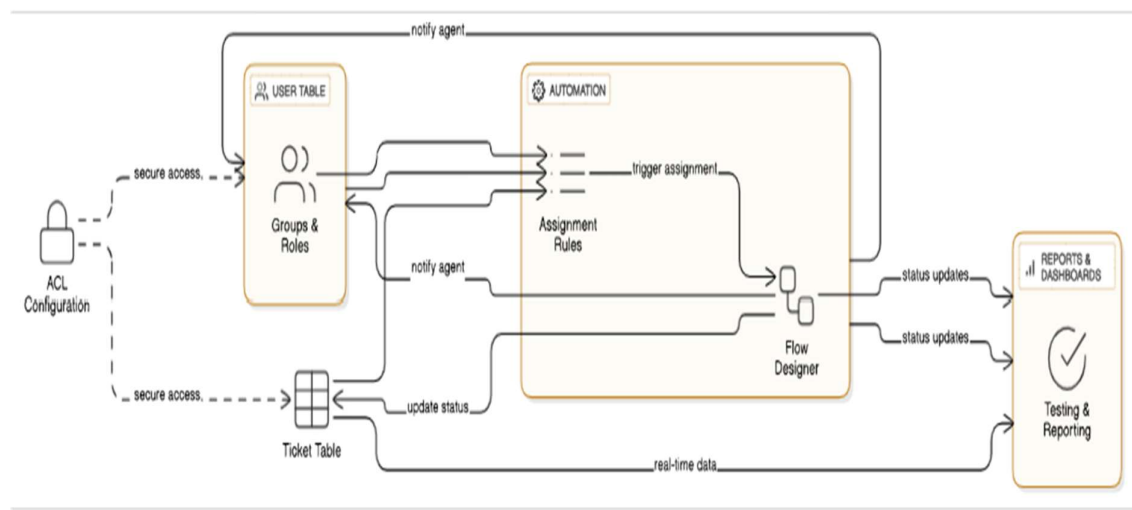
Key Components

- **Ticket Table:** Stores all incidents and requests.

- **User Table:** Holds admin and agent details.

- **Assignment Rules:** Automate ticket allocation logic.

- **Flow Designer:** Manages workflows and notifications.

- **Reports & Dashboards:** Track performance and SLA metrics.

Development Phases

- Create users, roles, and groups.

- Configure ticket tables and forms.

- Implement and test automated workflows.

Solution Architecture Description:

The solution architecture automates the ticket management process in ServiceNow to reduce delays and balance workloads efficiently.When a new ticket is created, the Flow Designer and Assignment Rules automatically assign it to the appropriate user or group based on their role, category, or workload. Notifications are sent to agents, and dashboards track ticket progress in real-time. This architecture minimizes manual effort, improves response time, and ensures transparency in support operations, leading to improved service quality and customer satisfaction.

Reference:

https://aws.amazon.com/blogs/industries/voice-applications-in-clinical-researchpowered-by-ai-on-aws-part-1-architecture-and-design-considerations/