

Project Design Phase
Problem - Solution Fit Template

Date	2 November 2025
Team ID	NM2025TMID00405
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

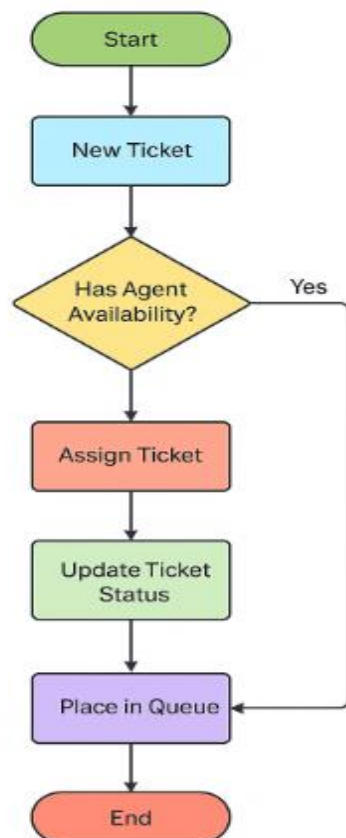
Problem - Solution Fit Template:

The **Problem–Solution Fit** ensures that the core issue faced by support teams is clearly understood and that the proposed solution effectively addresses it. It helps organizations and technical teams validate that their automation approach truly improves the efficiency and accuracy of support operations.

Purpose:

- ☐ **Optimize** support operations by streamlining the ticket assignment process to align with organizational workflows and customer expectations.
- ☐ **Reduce** response and resolution times by automating ticket routing using rule-based and AI-driven mechanisms.
- ☐ **Enhance** agent productivity through balanced workload distribution and intelligent prioritization of incoming tickets.
- ☐ **Increase** customer satisfaction by ensuring quicker, more accurate, and transparent issue handling.
- ☐ **Improve** operational accountability and performance visibility across the entire support system.

Template:



The project **“Streamlining Ticket Assignment for Efficient Support Operations”** aims to automate and optimize the process of assigning tickets to appropriate agents based on predefined criteria such as skillset, priority, workload, and availability. By implementing rule-based and AI-assisted assignment mechanisms within platforms like ServiceNow, the system ensures each ticket is routed to the most suitable agent in real time. This minimizes manual intervention, enhances speed and accuracy in handling incidents, and leads to more consistent service delivery.

Through automation, analytics, and continuous monitoring, this project will enhance operational efficiency, reduce human error, and strengthen customer trust in support operations.