

Project Design Phase
Proposed Solution Template

Date	20 February 2026
Team ID	LTVIP2026TMIDS74504
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Proposed Solution Template:

Project team shall fill the following information in the proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Support tickets are often assigned manually, which causes delays, incorrect assignments, and uneven workload among support agents. This reduces efficiency and increases ticket resolution time, affecting overall support performance and customer satisfaction.
2.	Idea / Solution description	The solution is an automated ticket assignment system using ServiceNow. It assigns tickets to suitable agents based on skills, availability, workload, and priority. This improves efficiency, reduces manual effort, and ensures faster ticket resolution.
3.	Novelty / Uniqueness	The system automates ticket assignment using predefined rules, ensuring accurate assignment and balanced workload. It reduces manual intervention and improves efficiency in support operations.
4.	Social Impact / Customer Satisfaction	The solution improves customer satisfaction by enabling faster ticket assignment and quicker issue resolution. It enhances service quality and support efficiency.
5.	Business Model (Revenue Model)	Organizations can use this solution to improve support efficiency and reduce operational delays. It helps improve productivity and overall service management.
6.	Scalability of the Solution	The solution can be used in organizations of any size. It can handle large numbers of tickets and can be expanded based on business needs.