

Project Design Phase

Problem – Solution Fit Template

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

Problem – Solution Fit Template:

The Problem-Solution Fit ensures that in many organizations, support tickets are assigned manually, which leads to delays, incorrect assignments, and uneven workload among support agents, reducing overall efficiency. To improve this process, an automated ticket assignment system is implemented using ServiceNow, which assigns tickets to the most suitable agents based on skills, availability, workload, and priority. This ensures faster, accurate assignment, improves workload distribution, and enhances overall support efficiency and customer satisfaction.

Purpose:

- ☐ Solve complex problems in support operations by automating the ticket assignment process.
- ☐ Improve efficiency and reduce delays by assigning tickets to the right support agents based on skills and availability.
- ☐ Ensure balanced workload distribution among support agents for better productivity.
- ☐ Enhance support quality and customer satisfaction through faster and accurate ticket handling.
- ☐ Understand and improve the existing ticket management process for efficient support operations.

Template:

Define CS, fit into CC	1. CUSTOMER SEGMENT(S) CS	6. CUSTOMER CONSTRAINTS CC	5. AVAILABLE SOLUTIONS AS	Explore AS, differentiate
	IT support teams, service desk agents, and organizations that handle large volumes of support tickets and require efficient ticket management and assignment	Manual ticket assignment takes time, lacks automation, and makes it difficult to track agent availability and workload, resulting in inefficient ticket management.	Manual assignment by support managers, basic rule-based assignment, and traditional ticket management systems without intelligent automation.	
Focus on J&P, tap into BE, understand RC	2. JOBS-TO-BE-DONE / PROBLEMS J&P	9. PROBLEM ROOT CAUSE RC	Focus on J&P, tap into BE, understand RC	
	Assign incoming support tickets to the right support agents quickly and accurately to ensure efficient ticket resolution and smooth support operations..	Lack of an automated system to assign tickets based on agent skills, availability, workload, and ticket priority.		
Identify strong TR & EM	3. TRIGGERS TR	10. YOUR SOLUTION SL	Extract online & offline CH of BE	
	When a support ticket is created by a user, it needs immediate assignment to an appropriate support agent for faster resolution.	An automated ticket assignment system using ServiceNow that assigns tickets to the most suitable agents based on predefined criteria such as skills, availability, workload, and priority, ensuring faster and efficient support operations.		
	4. EMOTIONS: BEFORE / AFTER EM	8. CHANNELS of BEHAVIOUR CH		
	Before : Support agents feel overloaded and users experience delays. After : Balanced workload for agents and faster issue resolution, improving efficiency and satisfaction.	<div style="background-color: #00cc99; color: white; text-align: center; padding: 2px;">8.1 ONLINE</div> <div>ServiceNow platform, service portal, support dashboards, and ticket management systems.</div> <div style="background-color: #00cc99; color: white; text-align: center; padding: 2px;">8.2 OFFLINE</div> <div>Support teams coordinating internally, reviewing tickets, and assigning tasks manually.</div>		