

## Project Design Phase Solution Architecture

Date	20 February 2026
Team ID	LTVIP2026TMIDS74504
Project Name	Streamlining Ticket Assignment for Efficient Support Operations.
Maximum Marks	4 Marks

### Solution Architecture:

The solution is built on the ServiceNow platform, where users create tickets in the form of incidents or service requests. These tickets are sent to the Assignment Engine, which acts as the core component responsible for automatic ticket assignment. The Assignment Engine uses predefined assignment rules, Business Rules, and Flow Designer to analyze ticket details such as category, priority, and requirements. Based on these rules, the system automatically assigns the ticket to the appropriate support group, specific IT support user, HR support team, or network team. The predefined assignment rules are stored in the ServiceNow database and help ensure consistent and accurate assignment. This architecture enables efficient ticket routing, reduces manual effort, improves response time, and enhances overall support operations.

### Example - Solution Architecture Diagram:

