

Project Design Phase

Proposed Solution

Date	03 November 2025
Team Id	NM2025TMID02009
Project Name	Streamlining ticket assignment for efficient support operations
Maximum Marks	2 Marks

Proposed Solution Template:

Parameter	Description
Automation Logic	Utilizes ServiceNow’s Flow Designer and Assignment Rules to automatically route tickets to the most suitable support agent or team based on predefined conditions such as category, priority, and skill set.
Skill-Based Assignment	Ensures that each ticket is assigned to an agent with the required technical skills, improving resolution accuracy and reducing reassignments.
Priority Management	Automatically categorizes tickets based on urgency and impact, enabling faster handling of high-priority incidents and requests.
Workload Balancing	Distributes tickets evenly among available agents to prevent overloading and ensure fair task allocation within the support team.
Real-Time Monitoring Dashboard	Provides visibility into ongoing ticket assignments, agent workload, and ticket status using ServiceNow’s Performance Analytics and dashboards.
Notification and Alerts	Sends real-time alerts to agents when new tickets are assigned and to managers when SLA breaches or delays are detected.

Parameter	Description
Integration with Service Catalog	Connects the ticket assignment workflow with the Service Catalog to ensure consistent handling of service requests initiated through multiple channels.
Performance Metrics	Tracks system performance parameters such as response time, throughput, and resolution rate to measure improvement and maintain service quality.
Audit and Reporting	Generates automated reports to analyze ticket trends, agent performance, and SLA compliance for better decision-making.

Solution Description:

The proposed solution leverages ServiceNow's automation capabilities to intelligently handle ticket assignments, minimize manual intervention, and improve support operations. Each parameter is designed to enhance speed, transparency, and efficiency in the ticket management process, ensuring optimized IT service delivery.