

Project Design Phase
Proposed Solution

Date	1 NOVEMBER 2025
Team ID	4A9D1AB219B3048A63B4940AA2B4D0E4
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Proposed Solution Template:

S.No	Parameter	Description
1.	Problem Statement (Problem to be solved)	In many support systems, tickets are assigned manually, which leads to delays, uneven workload distribution, and missed SLA deadlines. Manual ticket assignment also causes inefficiency, human errors, and slower response times, resulting in customer dissatisfaction and reduced productivity..
2.	Idea / Solution description	An automated and intelligent ticket assignment system is proposed. The system analyzes ticket priority, issue category, agent skills, and workload, and automatically assigns each ticket to the most suitable available agent. This ensures faster response, fair workload distribution, and efficient support operations without manual intervention.
3.	Novelty / Uniqueness	This solution introduces smart workload balancing and skill-based ticket routing using rule engines/automation logic. Unlike basic queue assignment, the system considers multiple real-world factors such as agent expertise, live queue load, and priority levels, delivering a modern, efficient, and optimized support workflow
4.	Social Impact / Customer Satisfaction	The solution boosts customer satisfaction by ensuring faster issue resolution and improved service quality. Support engineers experience reduced stress and fair workload distribution. Customers benefit from timely responses, resulting in increased trust and smoother service experiences.
5.	Business Model (Revenue Model)	This solution improves operational efficiency and reduces SLA penalties, support overhead, and employee burnout. Although not a direct revenue model, companies save cost through increased productivity, faster turnaround times, and better resource utilization, which enhances business value and performance..
6.	Scalability of the Solution	The solution can be scaled to support multiple departments, different ticket categories, and large teams. It can also be enhanced to include machine-learning-based routing, predictive assignment, escalation automation, and integration with enterprise-level helpdesk and CRM systems.

Conclusion

The ticket **"Prevent User Deletion if Assigned to an Incident"** addresses a crucial gap in user and data management within incident tracking systems. By ensuring that no active user involved in an incident can be accidentally or unknowingly deleted, we significantly improve accountability, data integrity, and operational transparency. This solution not only safeguards incident resolution workflows but also supports better auditing and compliance. With the successful implementation of rule-based checks and continuous monitoring in platforms like ServiceNow, sets a foundation for building smarter and safer administrative systems in enterprise environments.

Reference: Infographic created using MidJourney.

Solution Description:

To prevent accidental deletion of users assigned to active incidents in ServiceNow, a custom business rule is implemented on the `sys_user` table. This rule checks whether the user is currently associated with any open incidents. If the system finds an active incident linked to the user, it blocks the deletion process and displays an appropriate error message. This approach leverages native ServiceNow functionality, making it simple, plugin-free, and easily adaptable. The solution enhances data integrity, ensures accountability in ITSM operations, and helps avoid breakdowns in incident resolution workflows.