Project Design Phase
Problem – Solution Fit

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

Problem – Solution Fit ;

The project "Streamlining Ticket Assignment for Efficient Support Operations" focuses on solving inefficiencies in manual ticket assignment by introducing automated, intelligent ticket routing. This ensures balanced workloads, faster resolutions, reduced SLA issues, and improved customer satisfaction in enterprise support environments

Purpose:

❑ To automate the ticket assignment process and reduce manual workload

❑ To ensure fair and balanced ticket distribution among support agents.
❑ To improve response time and prevent SLA delays in support operations.
❑ To enhance customer satisfaction by delivering faster and efficient support services
❑ Understand the existing situation in order to improve it for your target group**.**
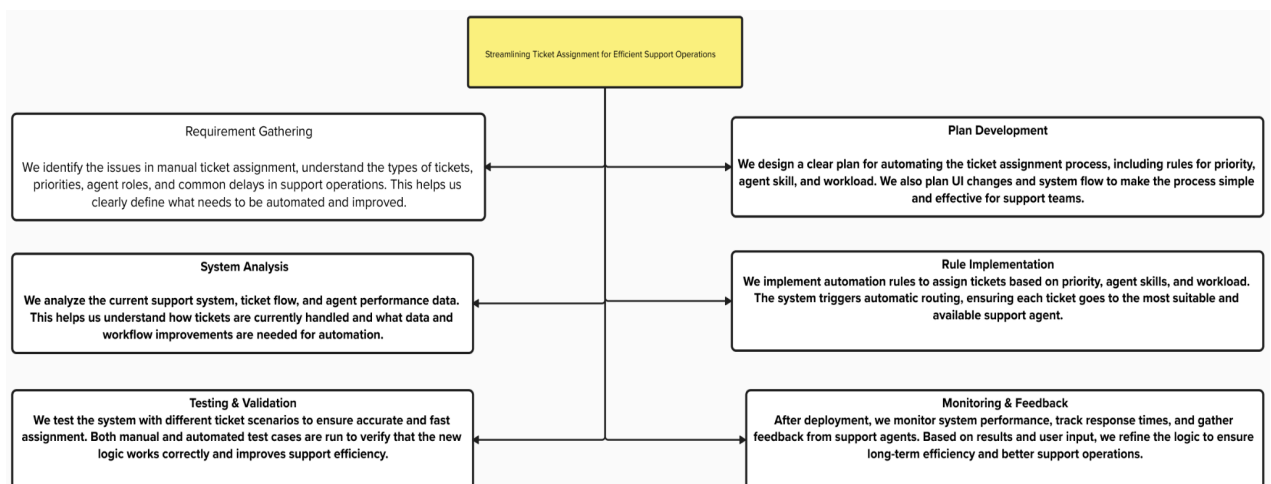
The project "Prevent User Deletion if Assigned to an Incident" addresses a crucial gap in user and data management within incident tracking systems. By ensuring that no active user involved in an incident can be accidentally or unknowingly deleted, we significantly improve accountability, data integrity, 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, this project sets a foundation for building smarter and safer administrative systems in enterprise environments.