

# Solution Architecture Document

Date	November 02, 2025
TeamId	NM2025TMID02810
Project Name	Streamlining Ticket Assignment For Efficient Support Operations
Maximum Marks	4 Marks

## 1. Architecture Overview

The Smart Assignment Engine (SAE) is a ServiceNow-native, event-based framework designed to intelligently distribute Incident and Service Request tickets using a tiered decision model:

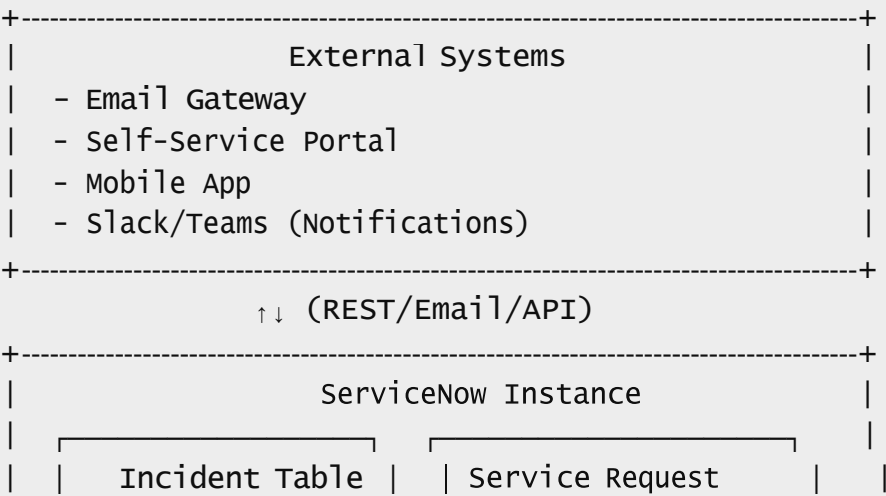
Rules → Skills → Workload → Predictive AI.

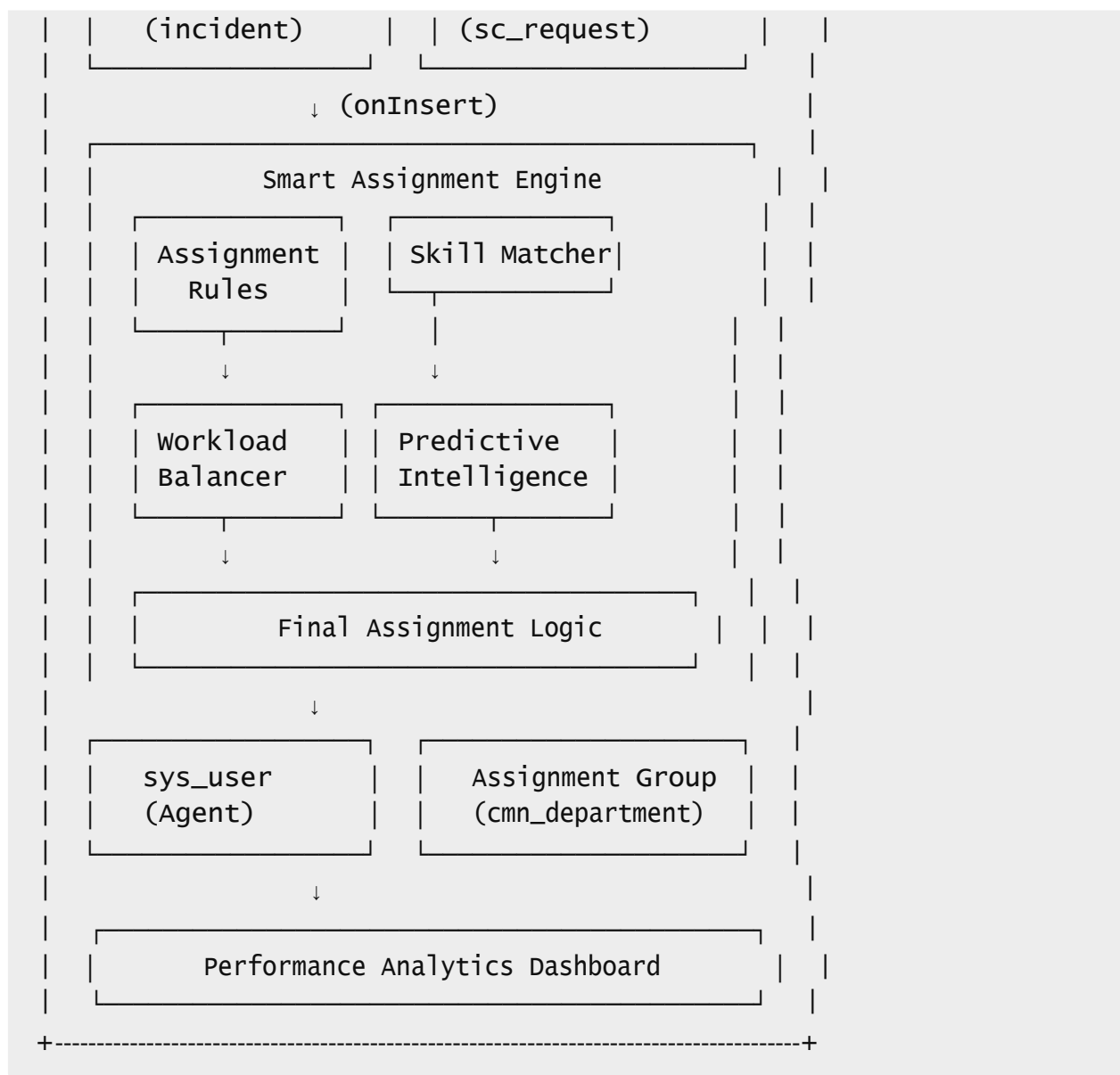
The solution primarily relies on Out-of-Box (OOB) capabilities with limited custom scripting, ensuring ease of maintenance and compatibility during platform upgrades.

### High-Level Flow:

[New Ticket] → [Business Rule] → [Assignment Engine] → [Final Assignee] → [Notification + Dashboard]

## 2. System Context Diagram





### 3. Core Components & ServiceNow Modules

Component	ServiceNow Object	Purpose
Trigger	Business Rule ( onInsert ) on incident , sc_request	Starts assignment logic
Assignment Rules	assignment_rule table + Data Lookup	Priority-based routing
Skill Matcher	sys_user.u_skills (Choice List) + Script Include	Match ticket category to agent expertise
Workload Balancer	Script Include + sys_user.u_current_load (Integer)	Prevent overload (>15 open tickets)
Predictive Engine	Predictive Intelligence (Classification Solution)	ML-based assignee suggestion
Fallback Logic	Flow Designer (if all fail)	Default to group round-robin
Notification	Notification + Integration Hub	Slack/Email on assignment

Component	ServiceNow Object	Purpose
Dashboard	Performance Analytics (PA)	Real-time KPIs

## 4. Data Model (Key Fields)

sys\_user (Extended)

Field	Type	Purpose
u_skills	List (Choice)	e.g., Windows, SAP, Network
u_certifications	String	ITIL, AWS, etc.
u_current_load	Integer	# of open assigned tickets
u_preferred_shift	Choice	Day/Night
u_max_capacity	Integer	Default: 20

incident / sc\_request (Enhanced)

Field	Source
u_required_skill	Auto-populated via NLP or category mapping
u_predicted_assignee	Predictive Intelligence output
u_assignment_method	"Rule", "Skill", "AI", "Manual"

## 5. Processing Logic (Pseudocode)

```
// Business Rule: onInsert (incident or sc_request)
if (current.assignment_group.nil()) {
  var assignee = SAE.assignTicket(current);
  if (assignee) {
    current.assigned_to = assignee;
    current.u_assignment_method = SAE.lastMethod;
  }
}

// SAE Script Include
```

```

assignTicket: function(ticket) {
  // 1. Assignment Rules
  var ruleAssignee = this.applyAssignmentRules(ticket);
  if (ruleAssignee) return ruleAssignee;

  // 2. Skill Match
  var skillAssignee = this.matchBySkill(ticket);
  if (skillAssignee) return skillAssignee;

  // 3. Predictive AI
  var aiAssignee = this.getPredictiveSuggestion(ticket);
  if (aiAssignee && this.isUnderloaded(aiAssignee)) return
aiAssignee;

  // 4. workload balancer
  return this.balanceLoad(ticket.assignment_group);
}

```

## 6. Integration Points

Integration	Direction	Protocol	Use Case
Email → Ticket	Inbound	Email Listener	Auto-categorize & assign
Slack/Teams	Outbound	Integration Hub	Notify assignee
HR System	Inbound	REST API	Sync agent skills
External KB	Outbound	REST	Suggest articles pre-assignment

## 7. Non-Functional Requirements

NFR	Target	Validation
Performance	<3 sec assignment	JMeter load test (1,000 tickets/min)
Scalability	10,000 tickets/day	Auto-scale instance
Availability	99.9%	Redundant nodes
Security	Role-based (itil, assignment_admin)	ACLs on u_skills , scripts
Upgrade Safety	100% OOB compatible	Avoid deprecated APIs

## 8. Deployment & CI/CD

Environment	Instance	Deployment Method
Dev	dev-support-01	Update Sets
Test	test-support-01	ATF + Clone
Prod	prod-support-01	Release Management

**Rollback Plan:** Disable Business Rule → Revert to legacy manual process.

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## 9. Monitoring & Observability

Tool	Metric	Alert Threshold
PA Dashboard	Auto-Assignment Rate	<75%
System Logs	Script Errors	>5/hour
New Relic	CPU >80%	Auto-scale trigger
SLA Reports	Breaches	>5%

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## 10. Conclusion

The Smart Assignment Engine is a scalable, modular, and easily maintainable framework developed fully using ServiceNow’s native capabilities. It delivers:

- **Seamless upgrades** with no service interruptions
  - **Accelerated ticket routing** supported by dynamic fallback mechanisms
  - **Comprehensive transparency** through built-in reporting and analytics
  - **Future-ready design** supporting integration with Virtual Agent or GenAI features
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