

Project Design Phase

Problem – Solution Fit Template

Date: 01 NOV 2025

Team ID: NM2025TMID03313

Project Name: Streamlining Ticket Assignment for Efficient Support Operations

Maximum Marks: 2 Marks

Problem – Solution Fit Template:

The Problem–Solution Fit establishes that a specific issue exists within an organization’s workflow and that the proposed solution effectively addresses it. It ensures that the identified problem aligns with real operational pain points and that the designed solution brings measurable improvements in efficiency and satisfaction.

Purpose:

- ☒ Solve operational inefficiencies in support ticket handling by implementing smart and fair automation.
 - ☒ Enhance support response time and team productivity by ensuring balanced workload distribution.
 - ☒ Increase adoption of automated workflows by aligning with existing user behaviors and system processes.
 - ☒ Improve communication and ticket visibility between agents and managers through transparent assignment tracking.
 - ☒ Understand current challenges in manual ticket assignment and enhance the system for optimal service quality and faster resolutions.
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Template:



References:

1. <https://www.ideahackers.network/problem-solution-fit-canvas/>
2. <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>

The project **“Streamlining Ticket Assignment for Efficient Support Operations”** focuses on resolving the long-standing inefficiency in how support tickets are distributed among agents in ServiceNow. Manual assignments often lead to unbalanced workloads, delayed responses, and inconsistent customer experiences.

By introducing an automated ticket assignment mechanism, this project ensures tickets are allocated based on agent skill level, workload, and priority. It minimizes manual intervention, reduces idle time, and improves response consistency.

The solution integrates intelligent workflows, automated logic, and continuous validation to create a seamless ticket distribution process. As a result, support operations become faster, fairer, and more transparent — significantly enhancing both employee productivity and customer satisfaction.

With its successful deployment, this project demonstrates how automation can not only optimize day-to-day operations but also build a more scalable and data-driven foundation for enterprise service management.