# Ticket Reassignment Based on Workload – Workflow Documentation

## Use Case

Reassign tickets dynamically if the assigned support group exceeds a set threshold of open tickets. This helps balance workloads across teams and ensures a timely response without overwhelming frontline staff.

## Trigger

A ticket is created

## Condition

Assigned Group = Support Tier 1 AND Open Ticket Count > 50

## Actions

* Reassign to Support Overflow Group
* Notify Tier 1 Lead
* Add tag “load-balance”

## ITIL Practices Involved

* Incident Management
* Continual Improvement
* Workforce and Talent Management (ITIL v4)

## Workflow Node Breakdown (Freshservice)

1. Event Node – Ticket is created
2. Condition Node – Assigned Group = Support Tier 1 AND Open Ticket Count > 50
3. Action Node – Reassign to Support Overflow Group
4. Action Node – Notify Tier 1 Lead
5. Action Node – Add tag “load-balance”