# Incident Auto-Assignment Based on Category – Workflow Documentation

## Use Case

Automatically route incoming incidents to the appropriate support group based on the selected category and subcategory. This workflow reduces triage time and ensures timely and accurate resolution by domain-specific teams.

## Trigger

A ticket is created

## Conditions

* Category = Network
* Subcategory = Wi-Fi

## Actions

* Assign to Network Operations
* Set priority = Medium
* Add ticket tag: 'WIFI-incident'

## ITIL Practices Involved

* Incident Management
* Monitoring and Event Management
* Operational Excellence

## Workflow Node Breakdown (Freshservice)

* Event Node – Ticket is created
* Condition Node – Category = Network AND Subcategory = Wi-Fi
* Action Node – Assign to Network Operations group
* Action Node – Set Priority = Medium
* Action Node – Add tag: 'WIFI-incident'