Streamlining Ticket Assignment for Efficient Support Operations

Team Id: NM2025TMID20085

Team Members: 04

Team Leader: P.DINESH

Team Member: N.GOWTHAMAN

Team Member: V.ASHWIN

Team Member: R.AZENATH

Problem statement:

In most organizations, support teams manage a large number of queries using ticketing systems. However, ticket assignment is usually handled manually or with simple rules. This process often leads to delays in response time, uneven distribution of work among support agents, and incorrect assignment of tickets. As a result, productivity decreases and customer satisfaction is affected. To overcome these challenges, there is a need for a streamlined and automated ticket assignment system that can intelligently analyze ticket information (such as category, priority, and keywords) and assign it to the most suitable agent quickly and efficiently.

Objective:

1. Automate Ticket Assignment – Reduce manual effort by assigning tickets automatically to the right support agent.
2. Ensure Fair Workload Distribution – Balance tickets among agents to avoid overloading.
3. Improve Response & Resolution Time – Speed up ticket handling for faster customer support.
4. Enhance Accuracy – Assign tickets based on category, priority, and keywords to minimize errors.
5. Boost Customer Satisfaction – Deliver quick and efficient solutions to customer queries.
6. Provide Monitoring & Insights – Track ticket flow and agent performance using dashboards/reports.

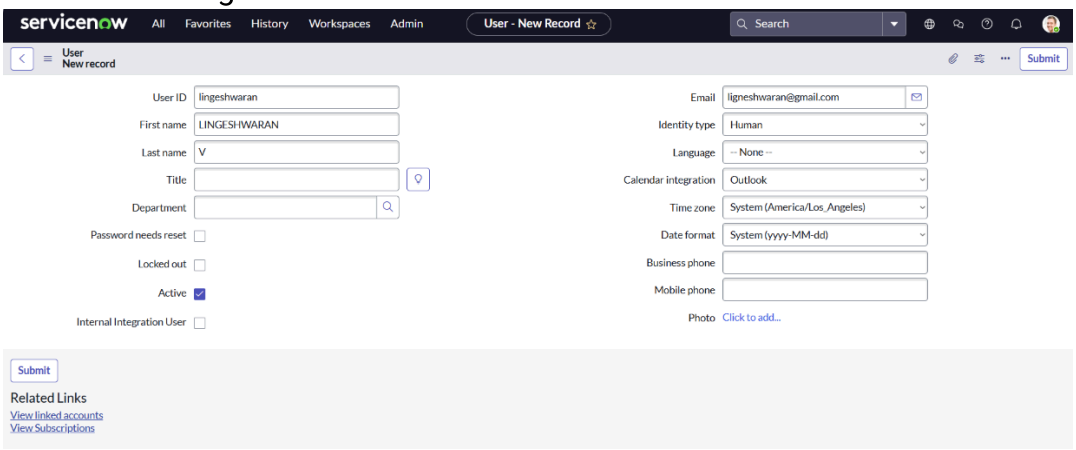
Skills: Users, Groups. Roles, Tables, Access Control List, Flow Designer

TASK INITIATION

Milestone 1 : Users

Activity 1: Create Users

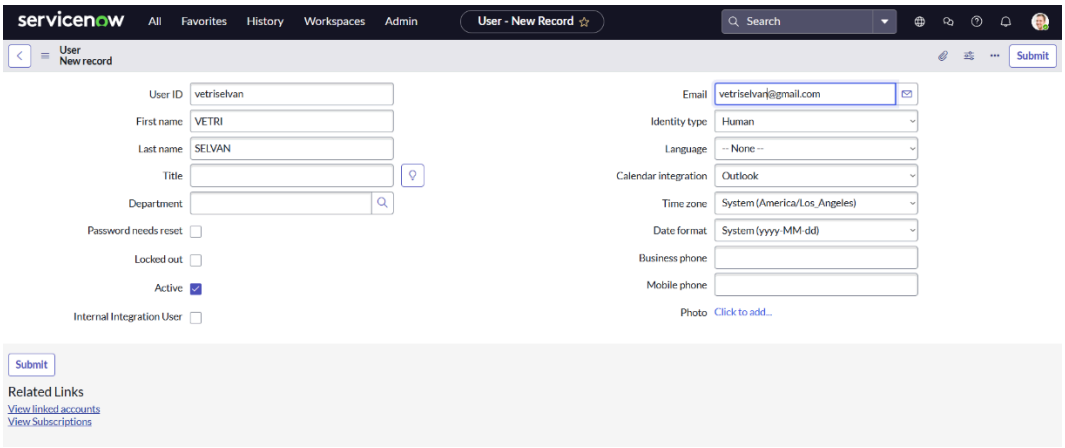
1. Open service now.
2. Click on All >> search for users
3. Select Users under system security
4. Click on new
5. Fill the following details to create a new user



6. Click on submit

Create one more user:

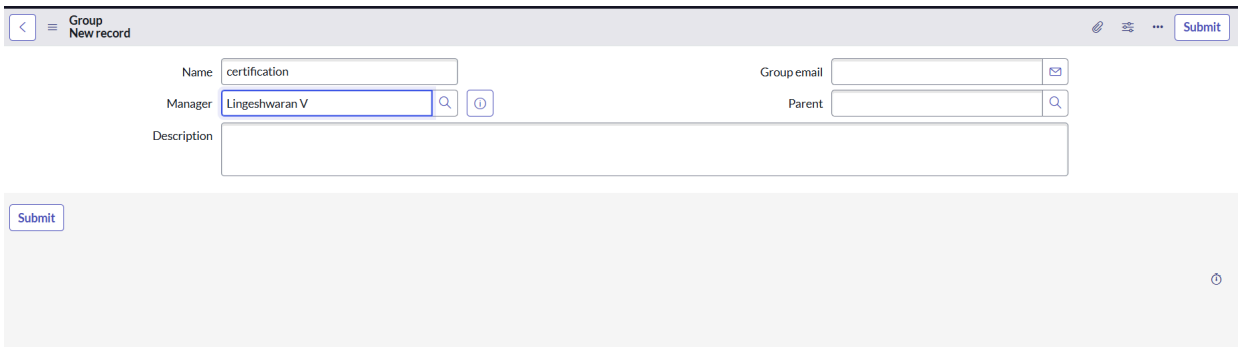
1. Create another user with the following details
2. Click on submit



Milestone 2 : Groups

Activity 1: Create Groups

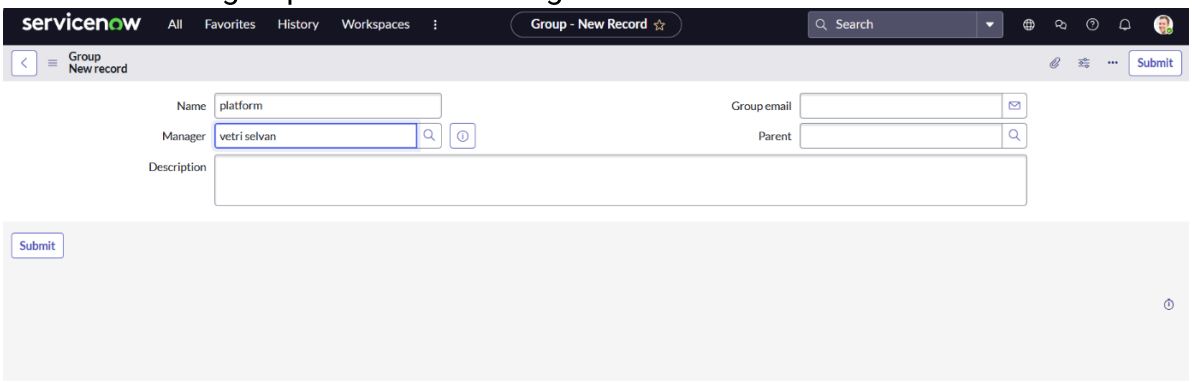
1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group



6. Click on submit

Create one more group:

1. Create another group with the following details

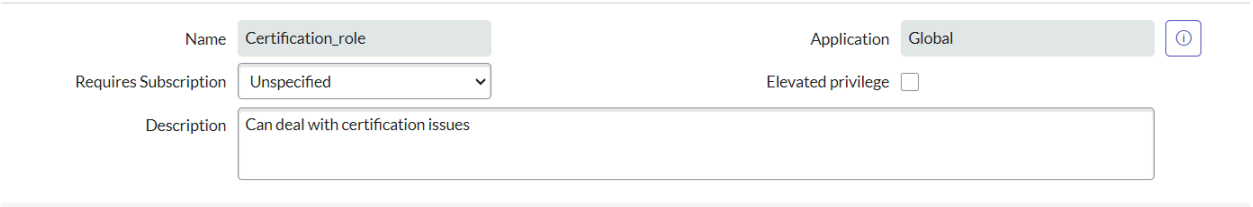


2. Click on submit

Milestone 3 : Roles

Activity 1: Create role.

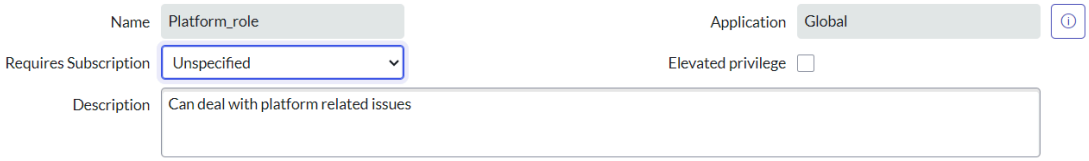
1. Open service now.
2. Click on All >> search for roles
3. Select roles under system security
4. Click on new
5. Fill the following details to create a new role



6. Click on submit

Create one more role:

Create another role with the following details



Click on submit

Milestone 4 : Table Activity 1: Create Table

1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Click on new
5. Fill the following details to create a new table
   Label : Operations related
   Check the boxes Create module & Create mobile module
6. Under new menu name : Operations related
7. Under table columns give the columns

Column label	Type	Reference	Max length	Default value	Display
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Assigned to group	Reference	Group	40		false
Assigned to user	Reference	User	32		false
Comment	String	(empty)	40		false
Issue	String	(empty)	40		false
Name	String	(empty)	40		false
Priority	String	(empty)	40		false
Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Ticket raised Date	Date/Time	(empty)	40		false
Insert a new row...					

8. Click on submit

Create choices for the issue filed by using form design
Choices are

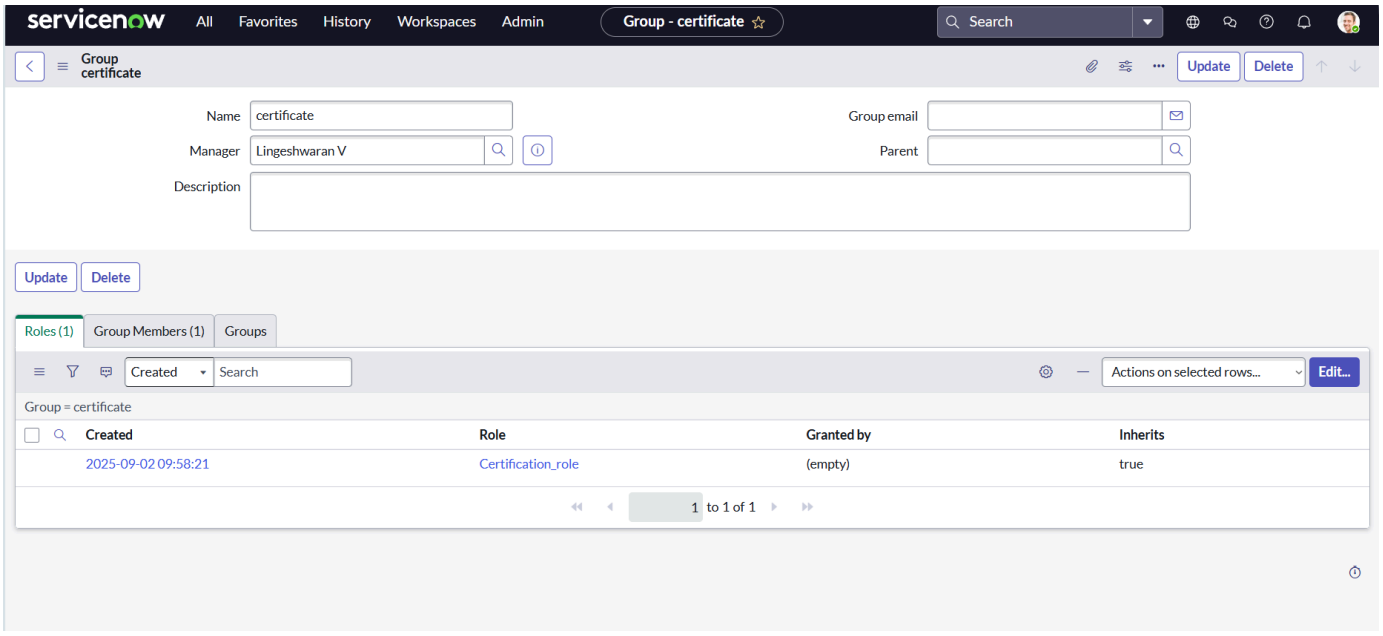
9. unable to login to platform
10. 404 error
11. regarding certificates

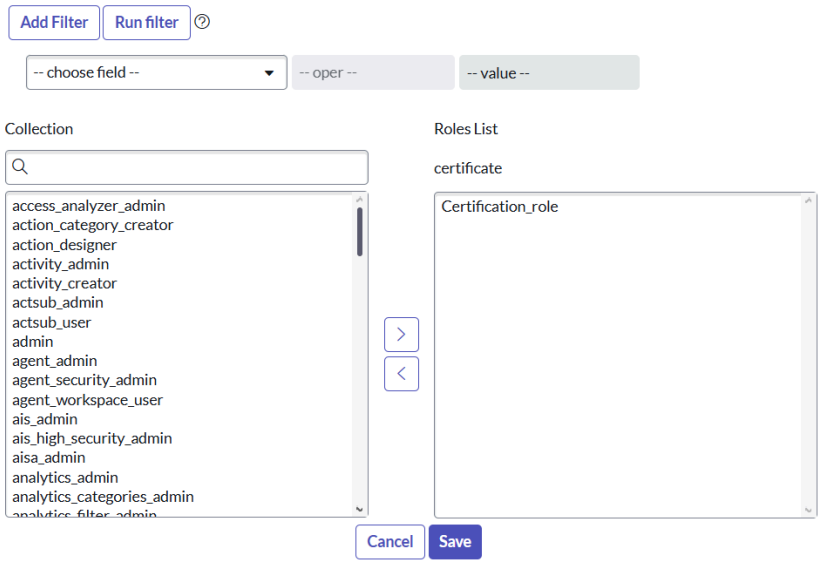
12. regarding user expired

Milestone 5 : Assign role users to groups

Activity 1: Assign roles & users to certificate group

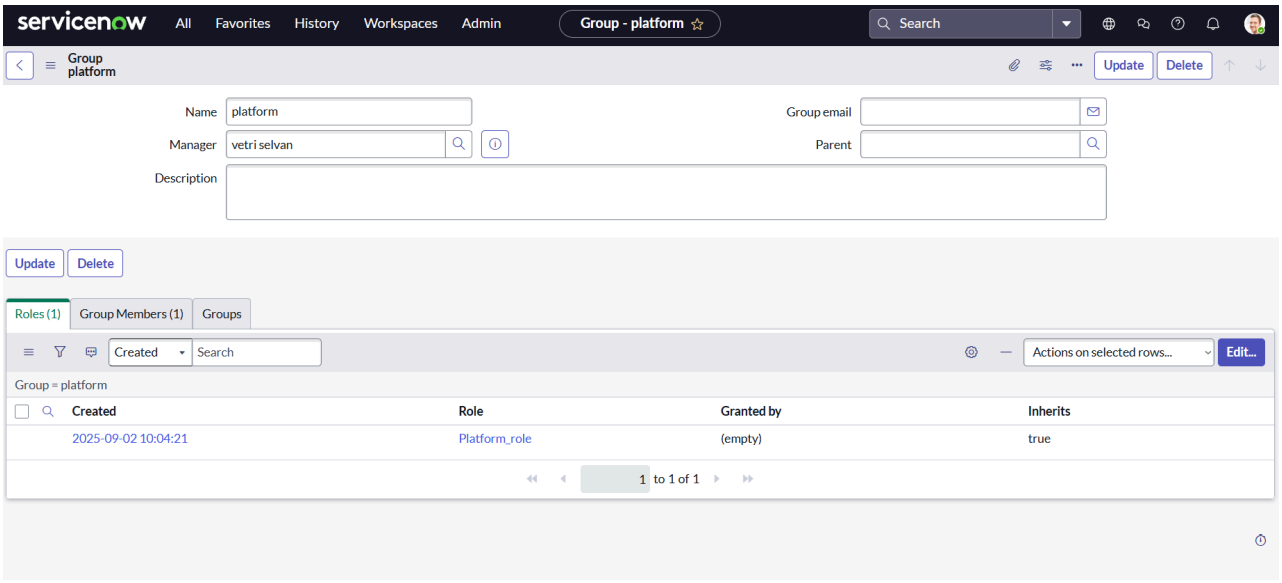
1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Select the certificates group
5. Under group members
6. Click on edit
7. Select Lingeshwaren and save
8. Click on roles
9. Select Certification_role and save

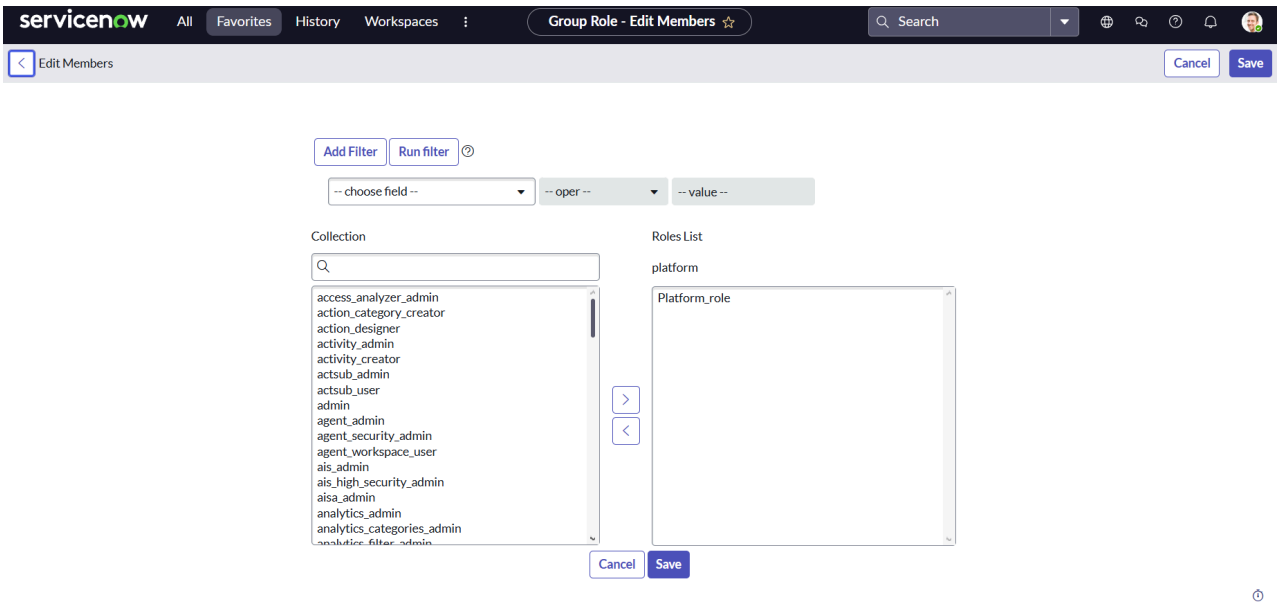




Activity 1: Assign roles & users to platform group

1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Select the platform group
5. Under group members
6. Click on edit
7. Select Vetri Selvan and save
8. Click on roles
9. Select Platform_role and save

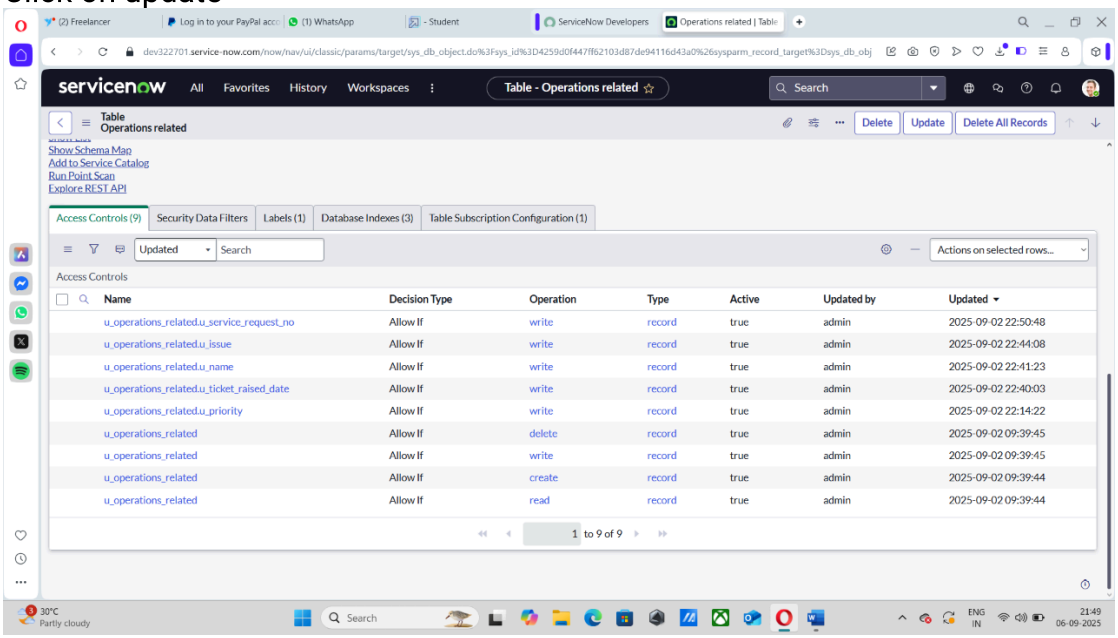




Milestone 6 : Assign roles to users

1. Open service now.
2. Click on All >> search for tables
3. Select operations related table

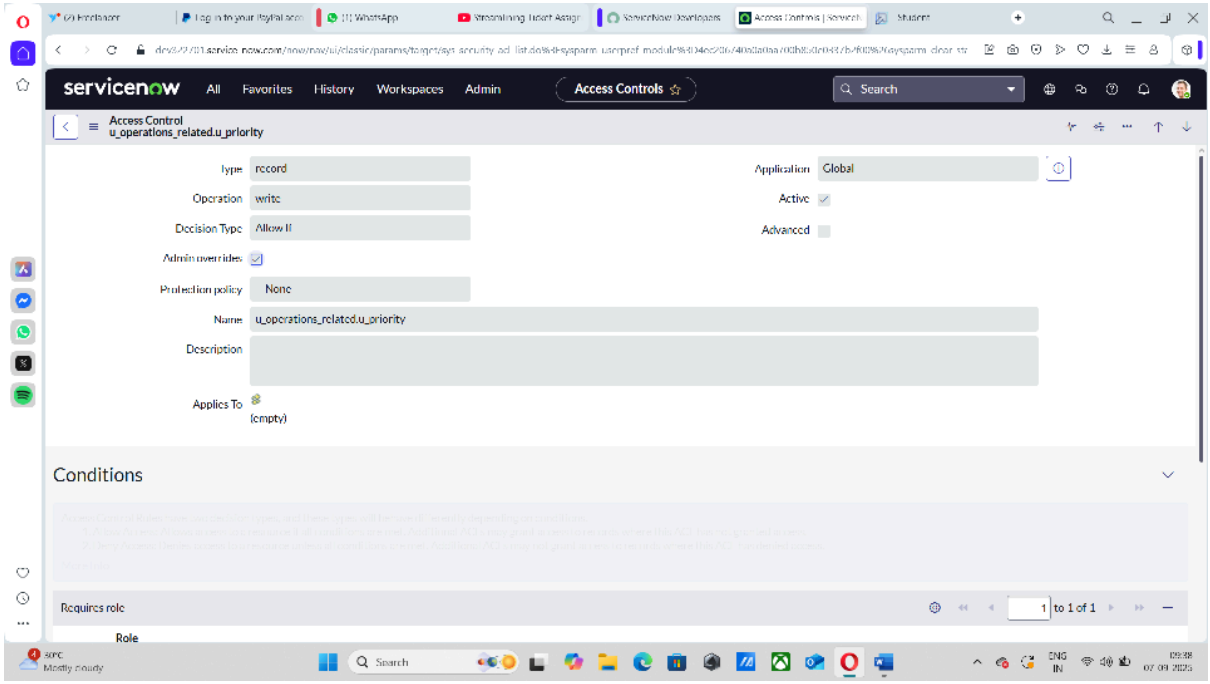
4. Click on the Application Access
5. Click on u_operations_related read operation
6. Click on the profile on top right side
7. Click on elevate role
8. Click on security admin and click on update
9. Under Requires role
10. Double click on insert a new row
11. Give platform role
12. And add certificate role
13. Click on update



14. Click on u_operations_related write operation
15. Under Requires role
16. Double click on insert a new row
17. Give platform role
18. And add certificate role

Milestone 7 : Create ACL

1. Open service now.
2. Click on All >> search for ACL
3. Select Access Control(ACL) under system security
4. Click on new
5. Fill the following details to create a new ACL



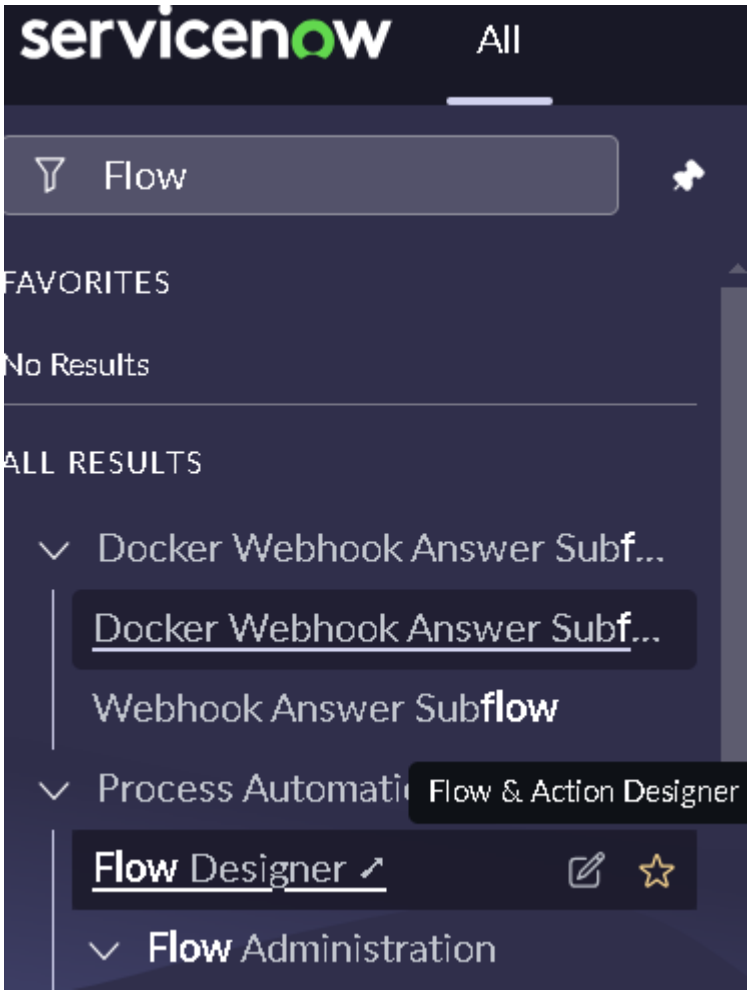
1. Scroll down under requires role
2. Double click on insert a new row
3. Give admin role
4. Click on submit
5. Similarly create 4 acl for the following fields

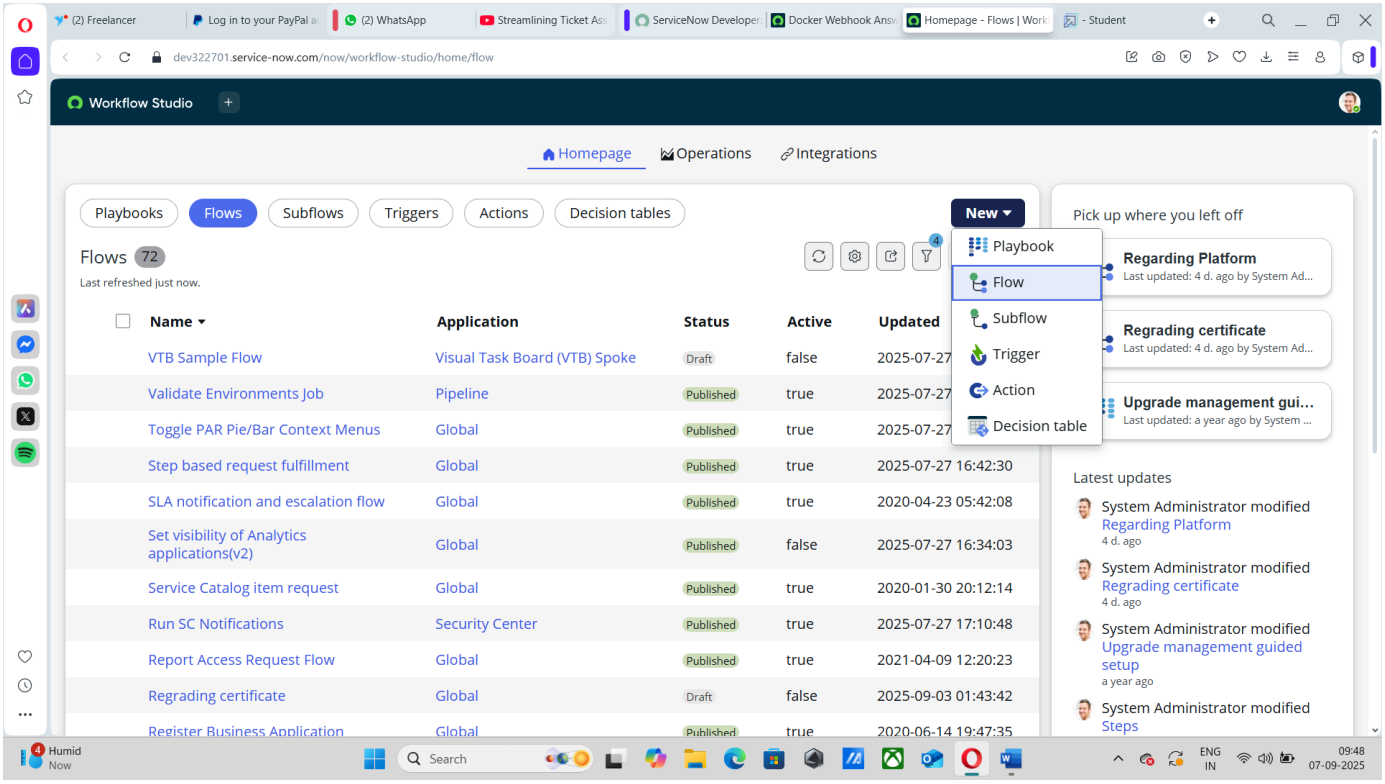
Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-02 22:50:48
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-09-02 22:44:08
u_operations_related.u_name	Allow If	write	record	true	admin	2025-09-02 22:41:23
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-09-02 22:40:03
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-09-02 22:14:22

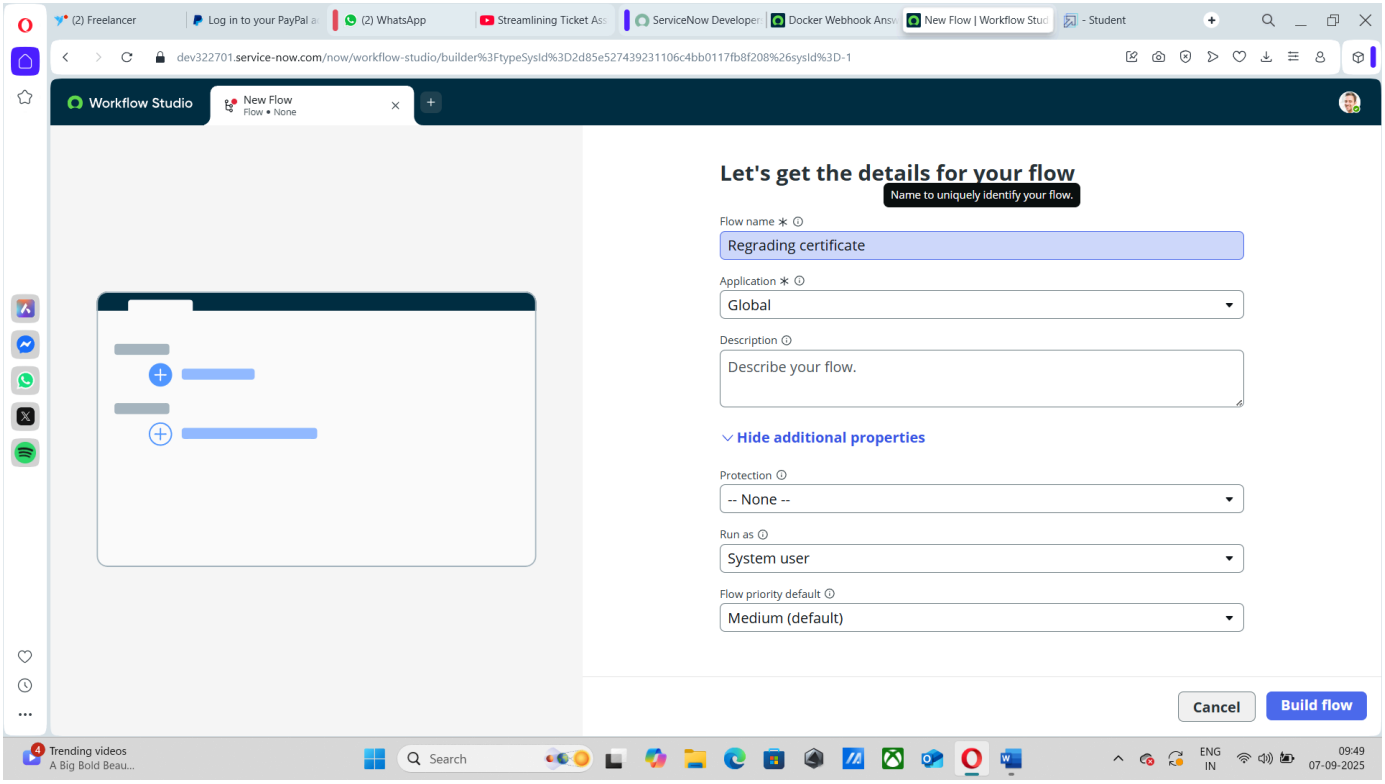
Milestone 8 : Flow

Activity 1: Create a Flow to Assign operations ticket to group

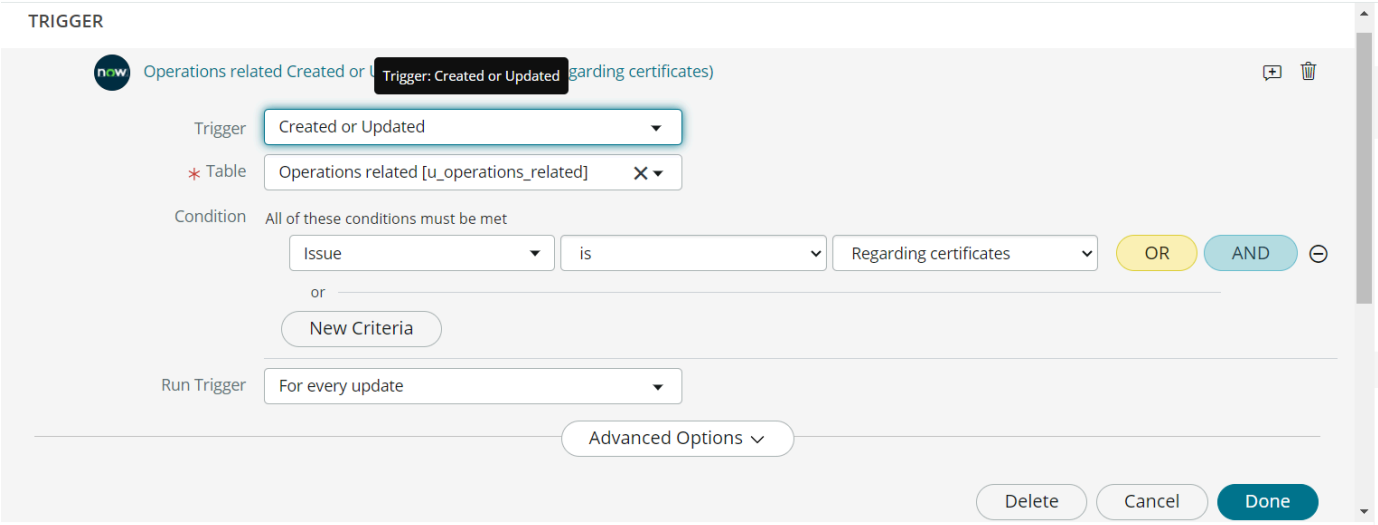
1. Open service now.
2. Click on All >> search for Flow Designer
3. Click on Flow Designer under Process Automation.
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as “ Regarding Certificate”.
6. Application should be Global.
7. Select Run user as “ System user ” from that choice.
8. Click on Submit.



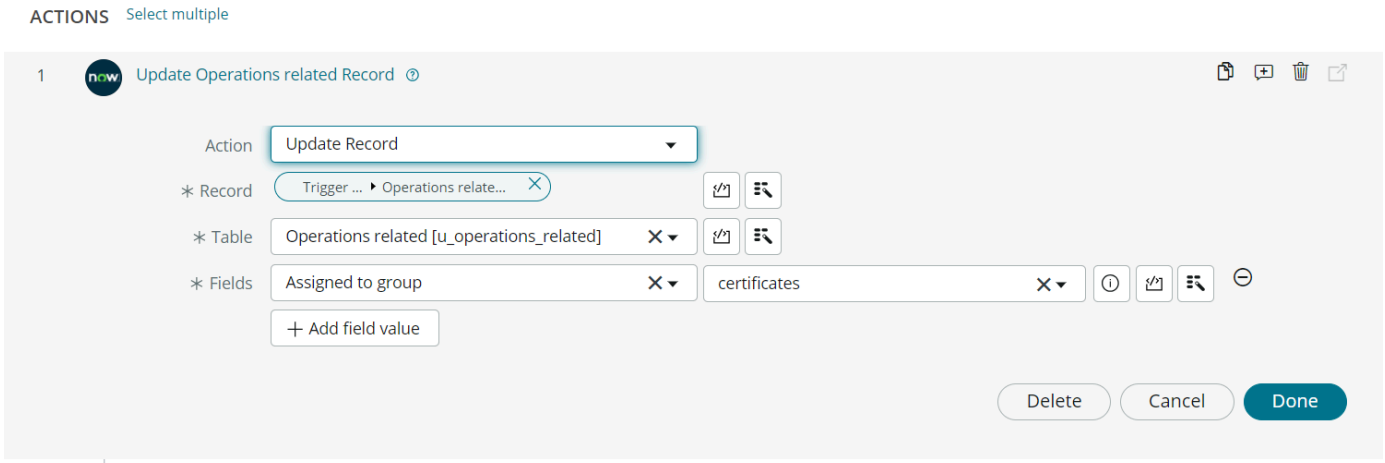

dev322701.service-now.com/now/workflow-studio/home/flow
Workflow Studio
Homepage
Operations
Integrations
Playbooks
Flows
Subflows
Triggers
Actions
Decision tables
New
Flows 72
Last refreshed just now.
Name
Application
Status
Active
Updated
VTB Sample Flow
Visual Task Board (VTB) Spoke
Draft
false
Validate Environments Job
Pipeline
Published
true
Toggle PAR Pie/Bar Context Menus
Global
Step based request fulfillment
2025-07-27 16:42:30
SLA notification and escalation flow
2020-04-23 05:42:08
Set visibility of Analytics applications(v2)
2025-07-27 16:34:03
Service Catalog item request
2020-01-30 20:12:14
Run SC Notifications
Security Center
2025-07-27 17:10:48
Report Access Request Flow
2021-04-09 12:20:23
Regrading certificate
2025-09-03 01:43:42
Register Business Application
2020-06-14 19:47:35
Playbook
Flow
Subflow
Trigger
Action
Decision table
Pick up where you left off
Regarding Platform
Last updated: 4 d. ago by System Ad...
Regrading certificate
Last updated: 4 d. ago by System Ad...
Upgrade management gui...
Last updated: a year ago by System ...
Latest updates
System Administrator modified Regarding Platform
4 d. ago
System Administrator modified Regrading certificate
4 d. ago
System Administrator modified Upgrade management guided setup
a year ago
System Administrator modified Steps
Humid
Now
Search
ENG
IN
09:48
07-09-2025

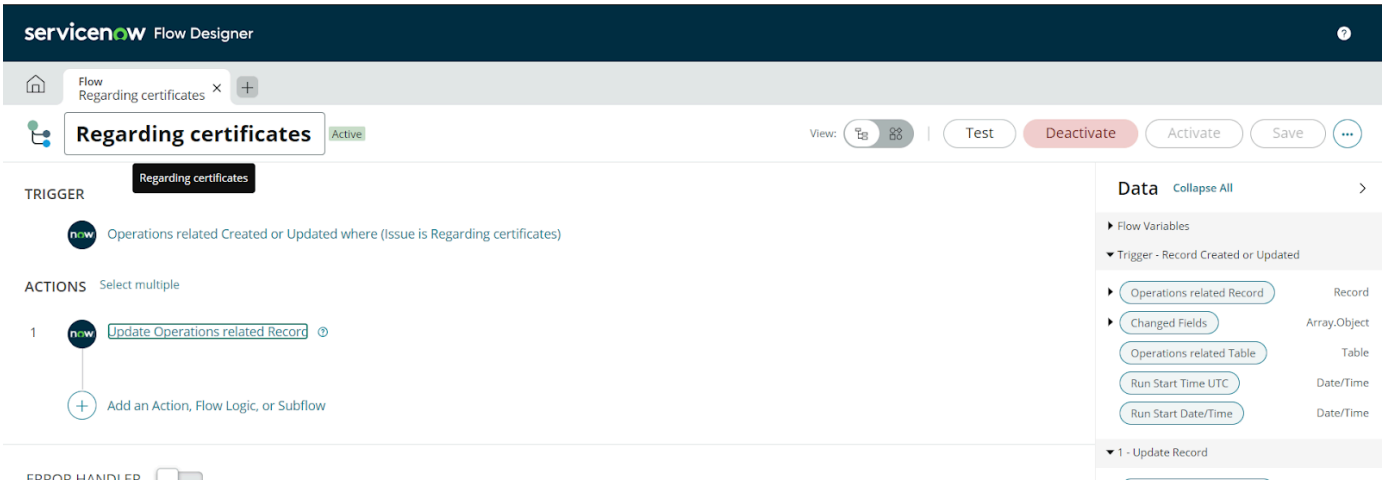


1. Click on Add a trigger
2. Select the trigger in that Search for “create or update a record” and select that.
3. Give the table name as “ Operations related ”.
4. Give the Condition as
   Field : issue
5. Operator : is
6. Value : Regrading Certificates
7. After that click on Done.



6. Now under Actions.
7. Click on Add an action.
8. Select action in that search for " Update Record ".
9. In Record field drag the fields from the data navigation from left side
10. Table will be auto assigned after that
11. Give the field as " Assigned to group "
12. Give value as " Certificates "
13. Click on Done.
14. Click on Save to save the Flow.
15. Click on Activate





Activity 1: Create a Flow to Assign operations ticket to Platform group

1. Open service now.
2. Click on All >> search for Flow Designer
3. Click on Flow Designer under Process Automation.
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as " Regarding Platform ".
6. Application should be Global.
7. Select Run user as " System user " from that choice.
8. Click on Submit.

1. Click on Add a trigger
2. Select the trigger in that Search for “create or update a record” and select that.
3. Give the table name as “ Operations related ”.
4. Give the Condition as
   Field : issue
   Operator : is
   Value : Unable to login to platform

5. Click on New Criteria
   Field : issue
   Operator : is
   Value : 404 Error

6. Click on New Criteria
   Field : issue
   Operator : is
   Value : Regrading User expired

7. After that click on Done.
8. Now under Actions.
9. Click on Add an action.
10. Select action in that search for “ Update Record ”.
11. In Record field drag the fields from the data navigation from left side
12. Table will be auto assigned after that
13. Give the field as “ Assigned to group ”.
14. Give value as “ Platform ”.
15. Click on Done.
16. Click on Save to save the Flow.
17. Click on Activate.

Conclusion :

The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of ServiceNow, we have streamlined the process of assigning support tickets to the appropriate teams, addressing the challenges of manual routing, and ensuring timely resolution of issues.