Streamlining Ticket Assignment for Efficient Support Operations

Team ID	:	**NM2025TMID18061**

Team Members

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Problem Statement:

In many organizations, customer support teams face significant challenges in managing and resolving support tickets efficiently. Traditional ticket assignment methods—such as manual allocation or simple round-robin distribution—often lead to uneven workloads, delayed response times, and missed service-level agreements (SLAs). Support agents may receive tickets outside their area of expertise, leading to unnecessary escalations and repeated handoffs, which frustrate customers and increase resolution times.

Objective:

The objective of this project is to streamline ticket assignment for efficient support operations. It aims to automate ticket distribution to reduce manual effort and delays. Tickets will be assigned based on agent skills, workload, and availability. The system will ensure balanced workloads and minimize unnecessary escalations. By reducing resolution times, it will enhance SLA compliance. Ultimately, the project seeks to improve customer satisfaction and team productivity.
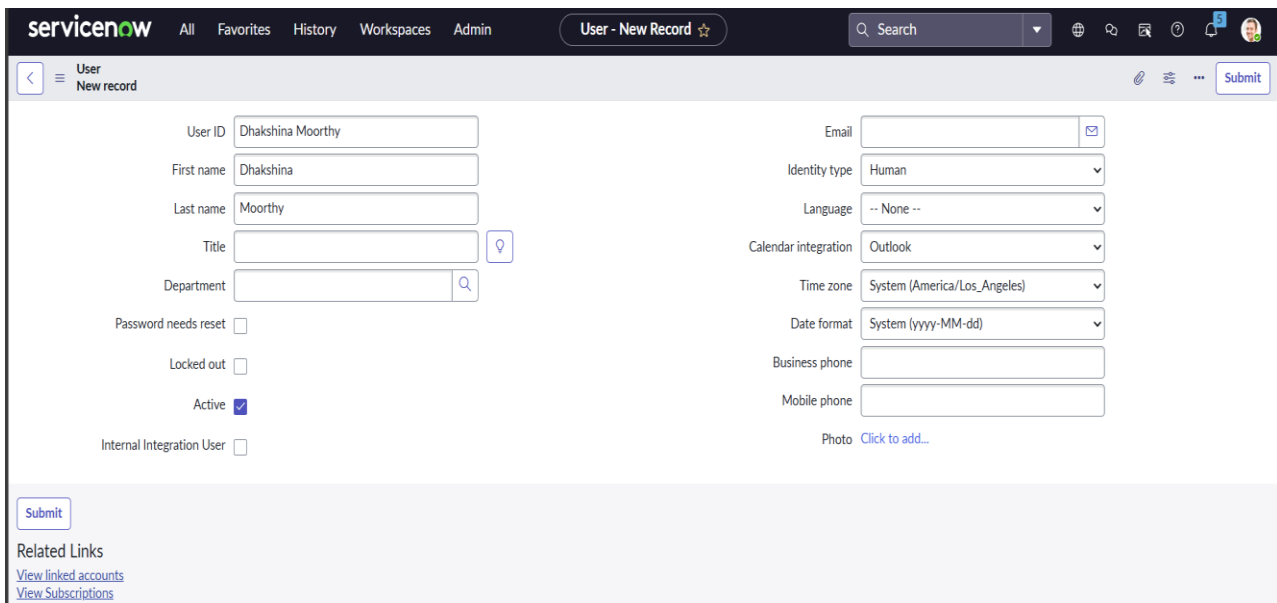
Skills:

- ➢ TensorFlow
- ➢ Spring

TASK INITIATION
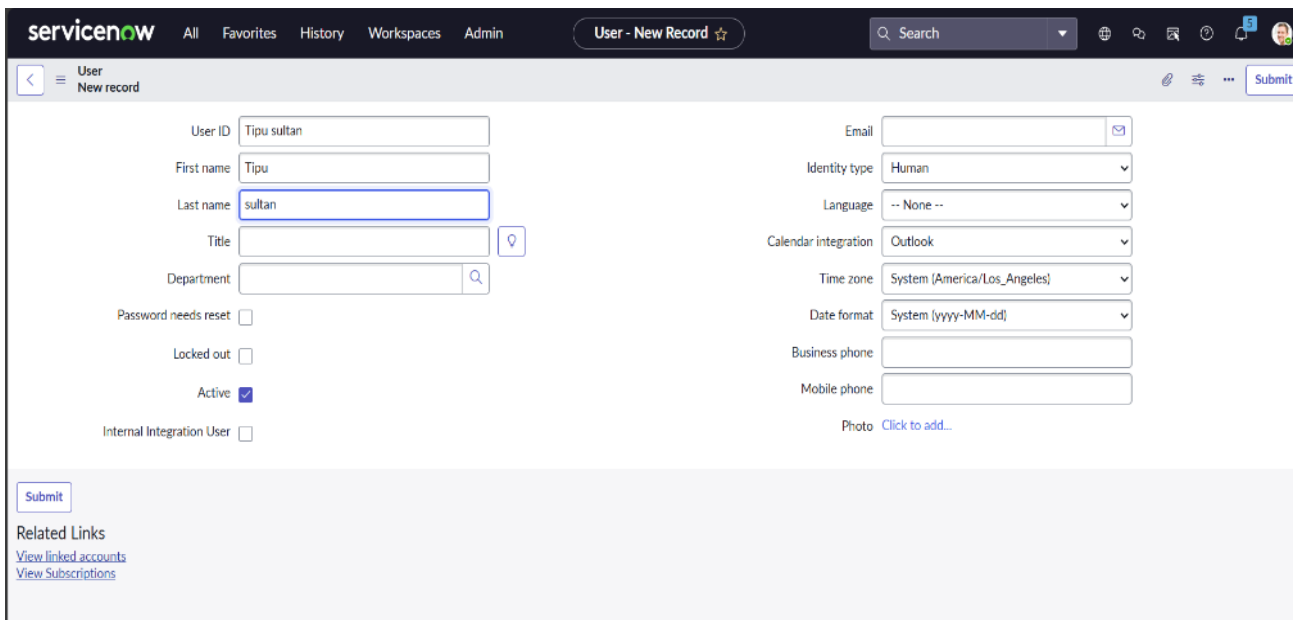
Milestone 1: Users
Activity 1: Create Users

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:
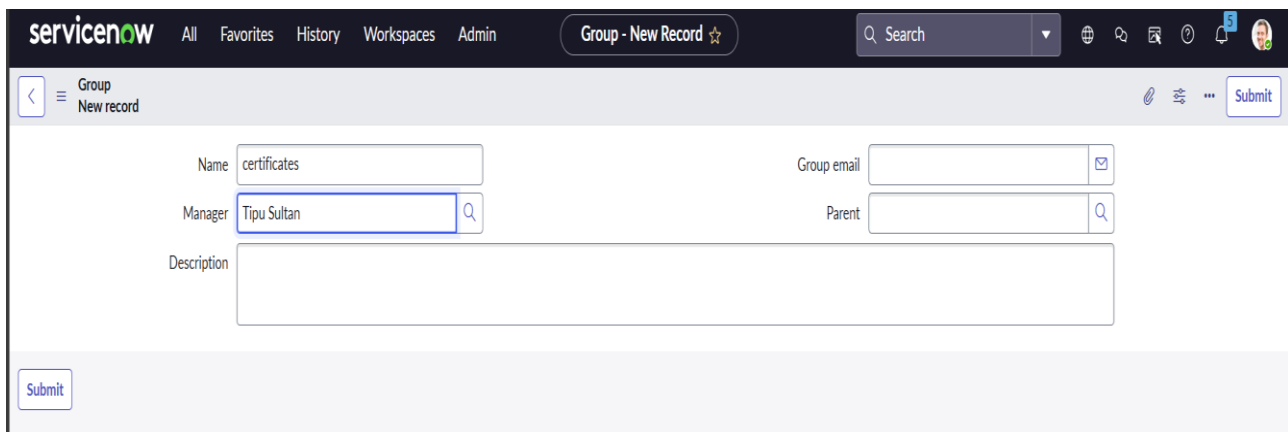7. Create another user with the following details
8. Click on submit

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
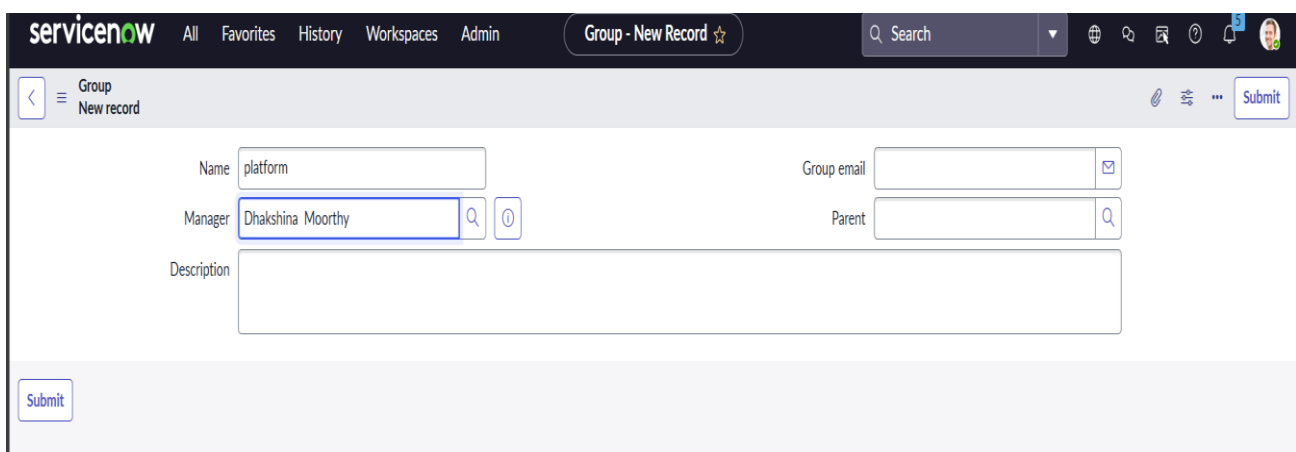5. Fill the following details to create a new group

6.Click on submit

Create one more group:

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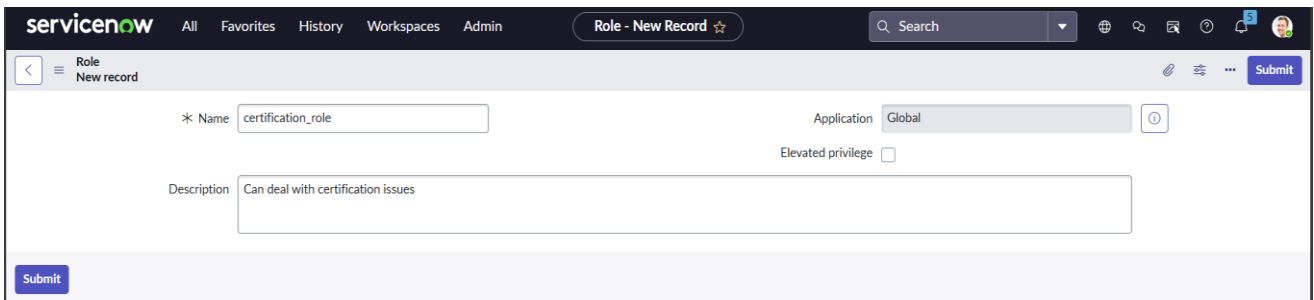
2.Click on submit

Milestone 3: Roles

Activity 1: Create Roles

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**
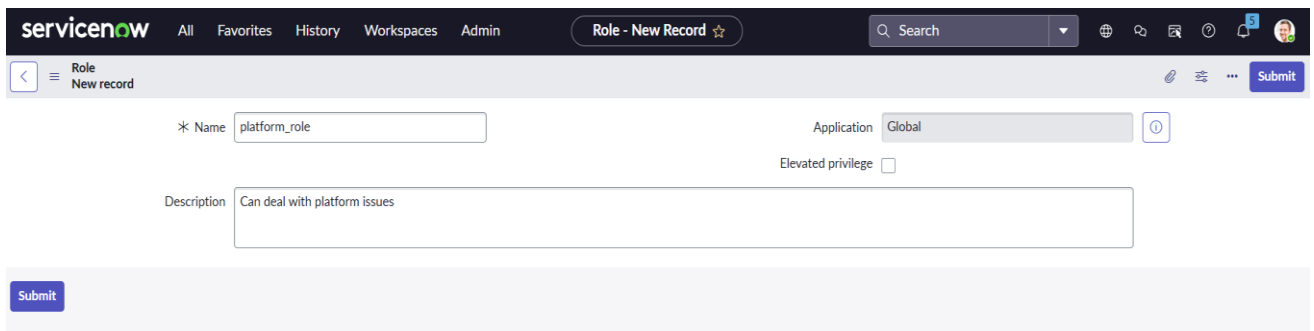
6.Click on submit

Create one more role:

Create another role with the following details

Click on submit

Milestone 4: Tables

Activity 1: Create Tables

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:

- o unable to login to platform
- o 404 error
- o regarding certificates
- o regarding user expired

Milestone 5: Assign roles & 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 Tipu Sultan and save
8. Click on roles
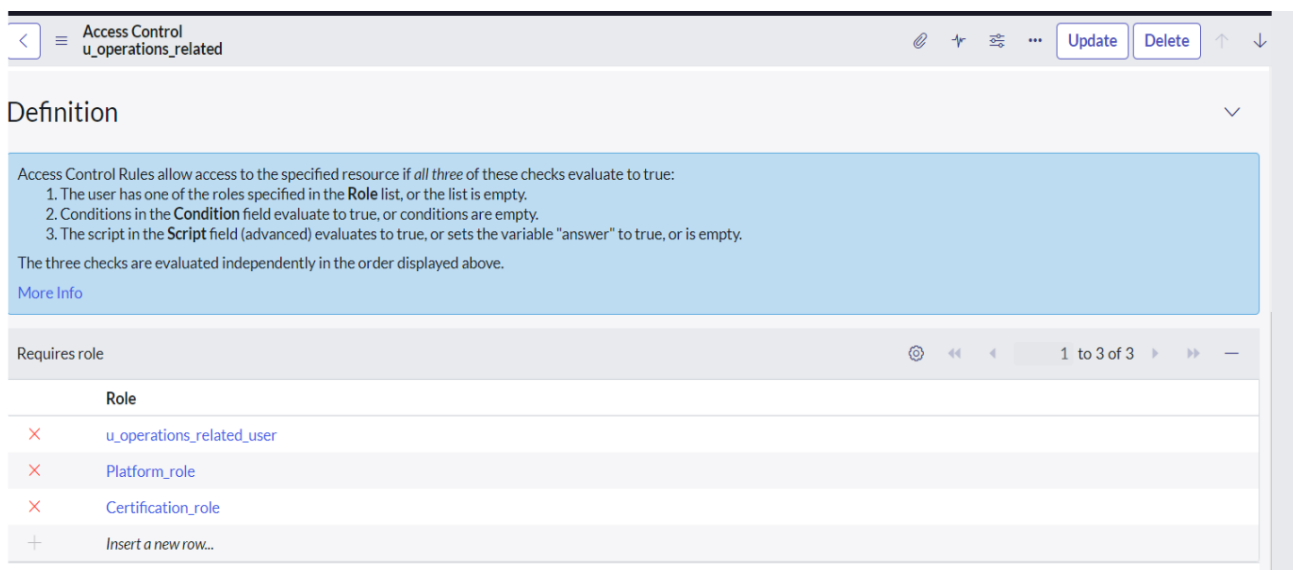9. Select Certification _role and save

Activity 2: 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 Dhakshina Moorthy and save
8. Click on roles
9. Select Platform _role and save

Milestone 6: Assign role to table

Activity 1: Assign role to table

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

Activity 1: 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

6. Scroll down under requires role
7. Double click on insert a new row
8. Give admin role
9. Click on submit
10. Similarly create 4 acl for the following fields

☐ ⓘ	u_operations_related.u_priority	write	record	true	admin
	u_operations_related.u_ticket_raised_date	write	record	true	admin
	u_operations_related.u_name	write	record	true	admin
	u_operations_related.u_issue	write	record	true	admin
	u_operations_related.u_service_request_no	write	record	true	admin

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.
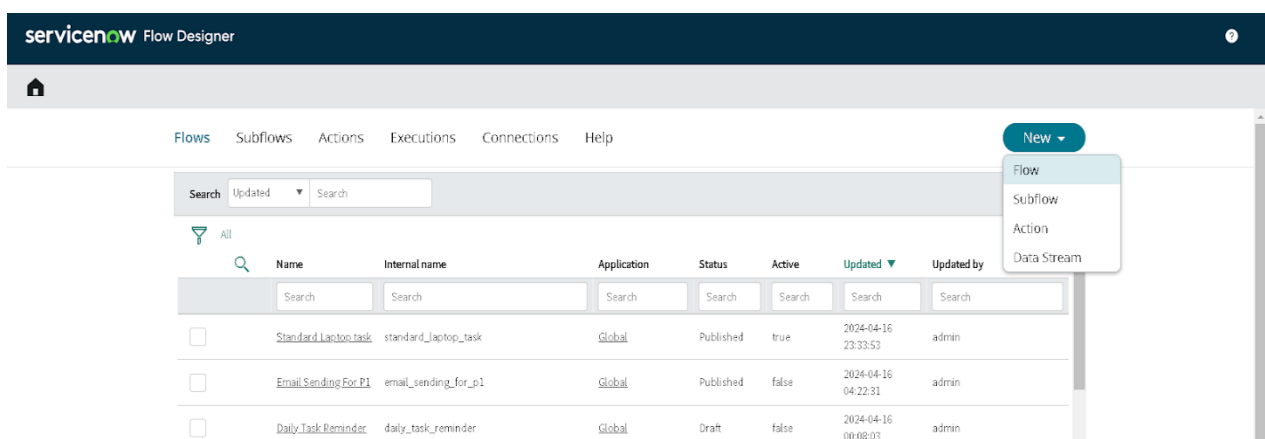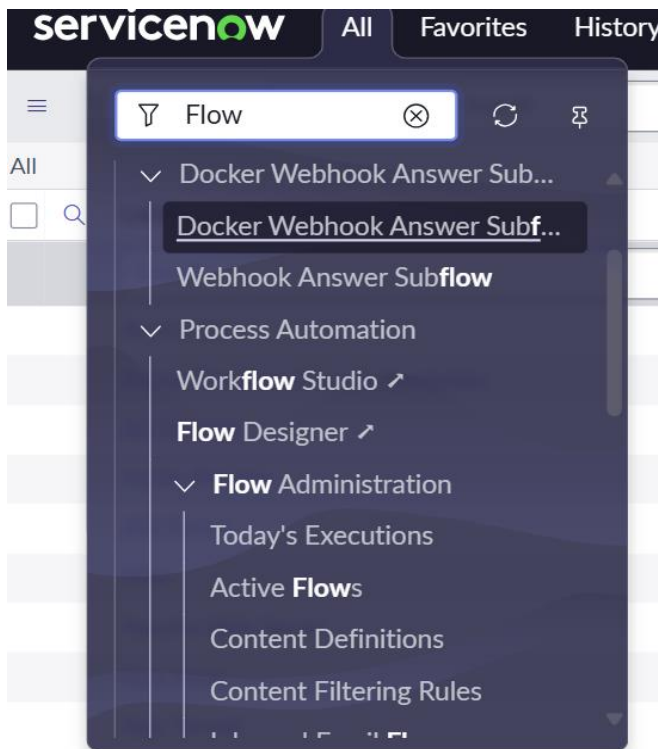
Flow properties

* Flow name	Regarding certificates
Description	Describe your flow
Application	Global ▼
Protection	-- None -- ▼
Run As	System User ▼

Cancel   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 : Regrading Certificates
5. After that click on Done.

TRIGGER

now Operations related Created or U   Trigger: Created or Updated   garding certificates)

Trigger	Created or Updated ▼
* Table	Operations related [u_operations_related] ✕ ▼
Condition	All of these conditions must be met
	Issue ▼ is ▼ Regarding certificates ▼ OR AND ⊖
	or
	New Criteria
Run Trigger	For every update ▼

Advanced Options ⌄

Delete   Cancel   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.

Conclusion:

The project on streamlining ticket assignment for efficient support operations successfully addresses the challenges of manual and unstructured ticket distribution. By introducing automation, skill-based routing, and workload balancing, the system ensures that tickets are assigned to the most suitable agents quickly and accurately. This leads to reduced resolution times, improved SLA compliance, and optimized agent productivity. Furthermore, real-time monitoring and reporting provide valuable insights for continuous improvement. Ultimately, the solution enhances customer satisfaction while enabling support teams to operate more effectively and sustainably.