

PROJECT DESIGN PHASE

SOLUTION ARCHITECTURE

Date:	1 NOVEMBER 2025
Team ID:	NM2025TMID02509
Project Name:	<i>Streamlining Ticket Assignment for Efficient Support Operations</i>
Maximum Marks:	4 Marks

1.Goals

Goal	Description
Automate Ticket Assignment	Automatically route support tickets to the appropriate group based on issue type to reduce manual intervention.
Improve Efficiency	Reduce response time and ensure timely resolution by assigning tickets to the right team immediately.
Balance Workload	Distribute tickets evenly among support agents to prevent overload and improve performance.
Enhance Visibility	Provide real-time tracking of ticket status, assignments, and agent activity for better reporting.
Ensure Security & Access Control	Restrict table access using roles and ACLs to maintain data security and compliance.
Scalability	Enable addition of new issue types, groups, or roles in the future without major redesign

2. Key Components

Component	Description
Users	Individual support agents who handle tickets (e.g., assigned to Certificates or Platform groups).
Groups	Collections of users, e.g., Certificates group and Platform group , to route tickets efficiently.
Roles	Define access privileges: Certification_role, Platform_role, and Admin.
Operations Related Table	Custom table storing ticket details, issue types, assigned group, and status.
ACLs (Access Control Lists)	Secure read/write permissions for tables and fields based on roles.

Flows (Flow Designer)	Automate ticket assignment to the correct group based on issue type.
Issue Field Choices	Standardized ticket issue types (Unable to login, 404 Error, Certificates, User Expired).

3. Development Phases

Phase	Description
Phase 1: User, Group, and Role Setup	Created users, groups (Certificates, Platform), and assigned roles (Certification_role, Platform_role) in ServiceNow.
Phase 2: Table Creation	Developed Operations related table with necessary columns for issue tracking and assignment.
Phase 3: Access Control (ACL)	Configured ACLs for read/write operations to ensure secure access based on roles.
Phase 4: Flow Designer Implementation	Built automated flows: <ul style="list-style-type: none"> • Assign certificate-related tickets to Certificates group • Assign platform-related tickets to Platform group based on issue type.
Phase 5: Testing & Validation	Tested flows to verify tickets are assigned correctly and roles/ACLs enforce security.
Phase 6: Deployment	Activated flows and deployed the solution in the live ServiceNow environment.

Diagram Description:

- Users belong to **groups** and are assigned **roles**.
- Tickets are stored in the Operations related table.
- Flows automatically assign tickets to the correct group based on the issue type.
- ACLs and roles ensure only authorized users can view or modify tickets.

Solution Architecture Diagram

