

PROJECT DESIGN PHASE

PROPOSED SOLUTION

Date:	1 NOVEMBER 2025
Team ID:	NM2025TMID02509
Project Name:	<i>Streamlining Ticket Assignment for Efficient Support Operations</i>
Maximum Marks:	2 Marks

The proposed solution leverages **ServiceNow** to automate ticket assignment and improve support operations efficiency. Currently, tickets are assigned manually, causing delays, uneven workload distribution, and limited visibility. The solution addresses these issues through the following key components:

1. Automated Ticket Routing

- Use **Flow Designer** to automatically assign tickets to the appropriate group based on the **issue type**.
- Tickets related to certificates are routed to the **Certificates group**, while platform issues are routed to the **Platform group**.

2. Role-Based Access Control

- Define **roles** (Platform_role, Certification_role, Admin) to restrict table and ticket access.
- Implement **ACLs (Access Control Lists)** on the Operations related table to ensure secure read/write operations.

3. Custom Table for Operations

- Create the **Operations related** table with columns for issue type, ticket details, assigned group, and status.
- Include **choices for common issues** (Unable to login, 404 Error, Certificates, User Expired) to standardize ticket categorization.

4. Users and Groups Management

- Assign users to appropriate support groups to ensure proper ticket handling.
- Roles assigned to users enforce **access privileges** and ensure accountability.

5. Testing and Activation

- Validate flows to ensure tickets are assigned correctly.
- Activate the solution to start automatic routing of new support tickets.

Expected Outcomes:

- Reduced response time for ticket resolution.
- Balanced workload across support agents.
- Improved transparency and tracking of ticket status.
- Secure access to ticket data, aligned with organizational policies.