Streamlining Ticket Assignment for Efficient Support Operations

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Project Name	Streamlining Ticket Assignment for Efficient Support Operations
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Project Report: Streamlining Ticket Assignment for Efficient Support Operations

1. INTRODUCTION

1.1 Project Overview

This project focuses on automating the support ticket routing process using ServiceNow at ABC Corporation. The goal is to streamline support workflows, reduce manual errors, and speed up issue resolution by directing tickets to the appropriate support teams.

1.2 Purpose

To improve customer satisfaction and team efficiency by implementing an automated ticket assignment mechanism.

2. IDEATION PHASE

2.1 Problem Statement

Manual ticket routing often leads to delays, miscommunication, and inefficiencies within IT support teams.

2.2 Empathy Map Canvas

- **Think & Feel:** Wants to resolve issues fast
- **See:** Delayed ticket handling
- **Say & Do:** Complains about inefficiency
- **Pain:** Tickets going to the wrong person
- **Gain:** Auto-assigned tickets to right team

2.3 Brainstorming

- Use categories to route tickets
- Assign users to groups
- Define user roles
- Automate flow with ServiceNow Flow Designer

3. REQUIREMENT ANALYSIS

3.1 Customer Journey Map

From ticket creation to resolution, users interact through the portal and are updated on progress.

3.2 Solution Requirements

- Users and groups setup
- Role-based permissions
- Automated ticket flow
- Data privacy via ACL

3.3 Data Flow Diagram

User submits ticket → Ticket analyzed by Flow Designer → Routed to appropriate group → Agent resolves it

3.4 Technology Stack

- **Platform:** ServiceNow
- **Modules:** Users, Roles, Groups, Flow Designer, ACL

4. PROJECT DESIGN

4.1 Problem Solution Fit

Routing tickets manually is inefficient. Automating the process removes human error and saves time.

4.2 Proposed Solution

Use Flow Designer to set rules based on ticket attributes and assign them to the right group.

4.3 Solution Architecture

1. Create users
2. Create groups
3. Assign roles to users and groups
4. Use Flow Designer for routing logic
5. Set ACLs to manage access

5. PROJECT PLANNING & SCHEDULING

5.1 Project Planning

- Week 1: Ideation & Requirements
- Week 2: User, Role & Group Setup
- Week 3: Flow Design & ACL Implementation
- Week 4: Testing & Documentation

6. FUNCTIONAL AND PERFORMANCE TESTING

6.1 Performance Testing

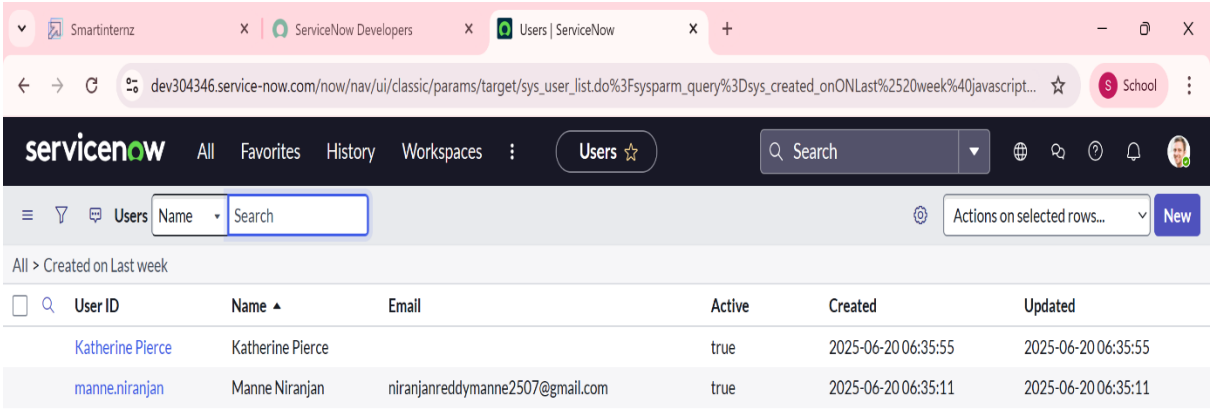
- Ticket assigned in < 5 seconds
- Load tested with 100+ tickets

- ACLs verified for access control
- Flows tested for all categories

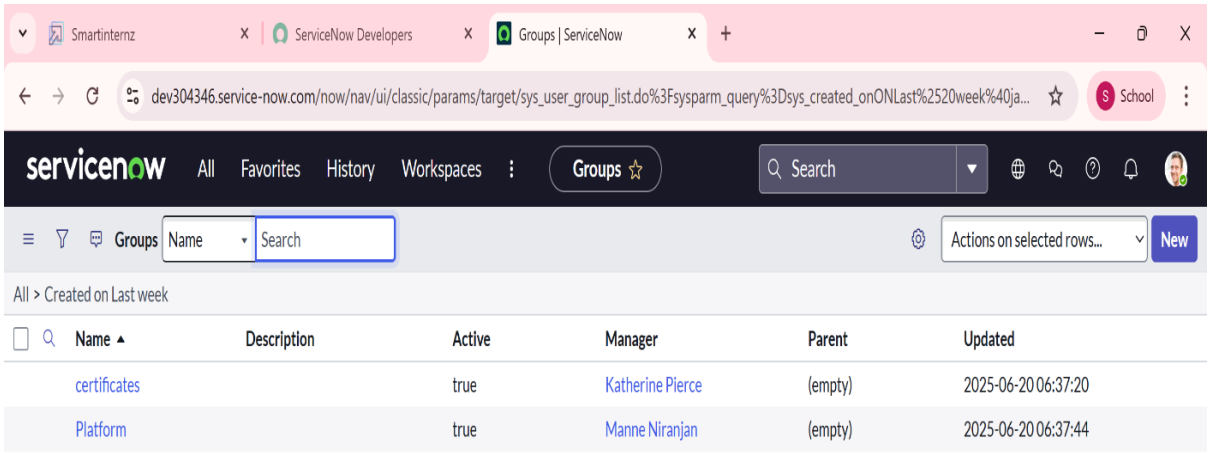
7. RESULTS

7.1 Output Screenshots

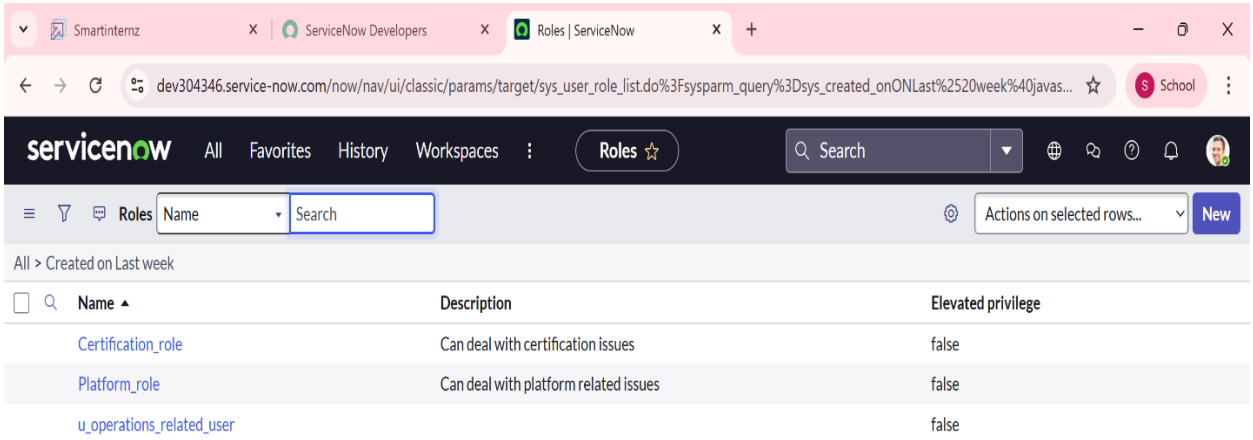
- Users module



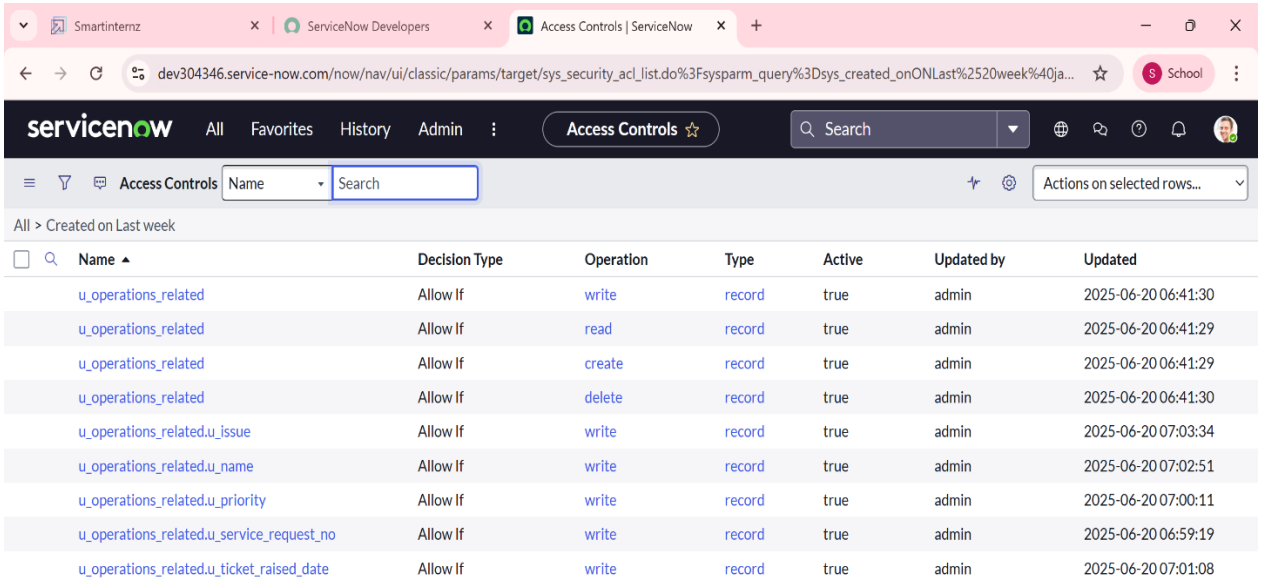
- Groups setup



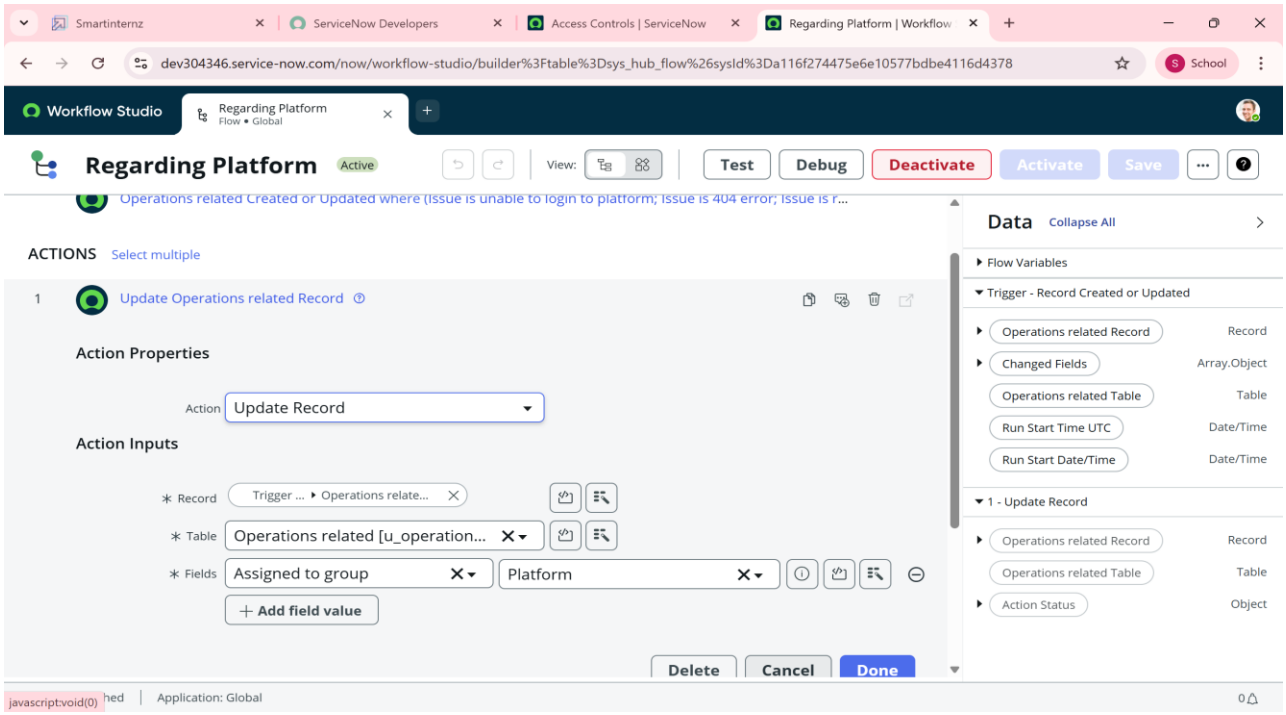
- Role assignment

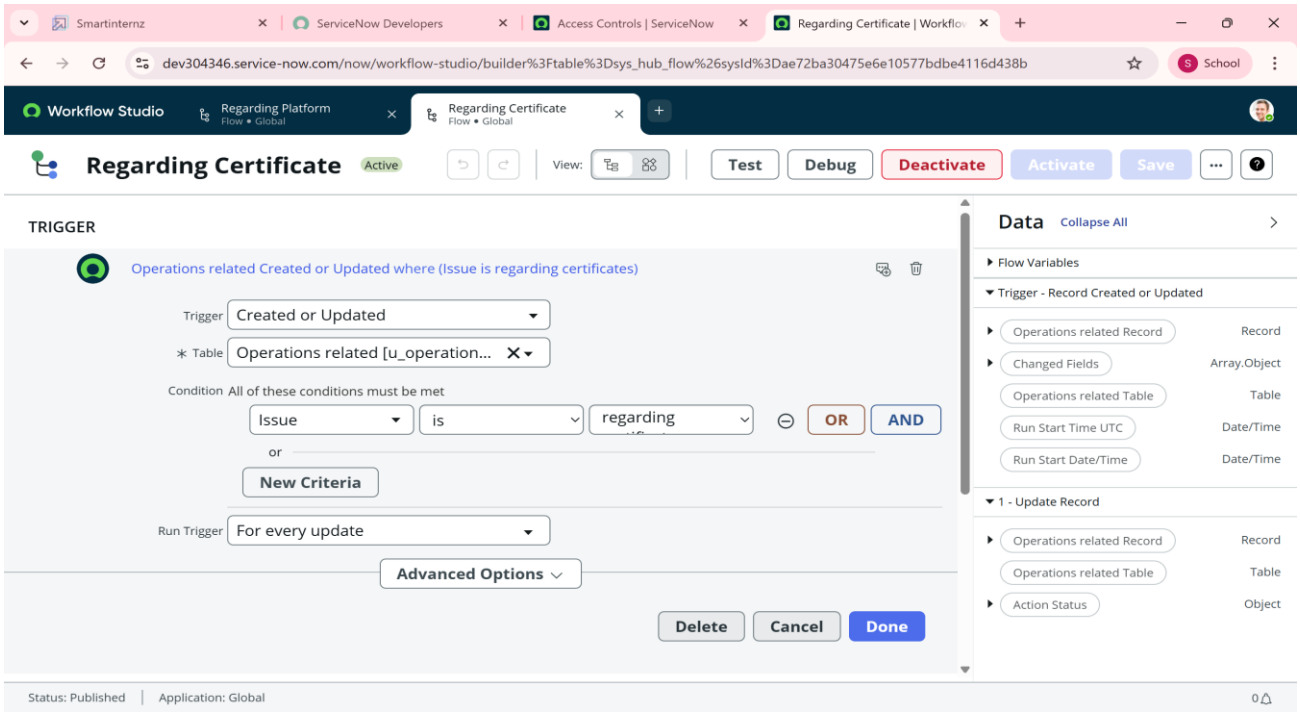


- ACL implementation



- Working flow of automated assignment





8. ADVANTAGES & DISADVANTAGES

Advantages:

- Faster ticket resolution

- Reduced manual workload
- Improved accuracy

Disadvantages:

- Dependent on correct flow logic
- Initial setup time required

9. CONCLUSION

The project successfully implemented an automated ticket routing system that enhances efficiency and ensures correct ticket handling.

10. FUTURE SCOPE

- Add AI-based priority detection
- Integrate with more service modules

11. APPENDIX

- Source code: No external code
- Dataset link: Not Applicable
- Github & Project demo link

GitHub

https://github.com/Abhishaik1711/streamlining-ticket-assignment-for-efficient

Project Demo link

https://drive.google.com/drive/folders/1zcydBQZkMgKKlD0z43hIVxgUl6JLeqa4?usp=sharing