

Streamlining Ticket Assignment for Efficient Support Operations

1. Project Overview

This project aims to enhance the efficiency of support operations at *ABC Corporation* by automating the ticket routing process through the ServiceNow platform. The automation ensures that support tickets are accurately assigned to the appropriate teams based on predefined rules, eliminating the delays and inconsistencies of manual assignment. The outcome is a more efficient, transparent, and responsive support workflow that boosts both employee productivity and customer satisfaction.

2. Problem Statement

In many organizations, support teams manage large volumes of service tickets daily. Manual ticket routing often leads to delays, uneven workload distribution, and errors in assignment. These inefficiencies reduce overall productivity and increase response times, negatively impacting customer experience.

This project addresses these challenges by creating an automated system within ServiceNow that intelligently assigns tickets to the right teams, ensuring a seamless and consistent support process.

3. Objectives

- To automate ticket routing and eliminate manual intervention.
- To enhance the accuracy and efficiency of ticket assignment.
- To reduce resolution time and improve customer satisfaction.
- To streamline resource utilization and workload distribution among teams.
- To provide real-time visibility and traceability in the support process.

4. Tools and Technologies Used

- **Platform:** ServiceNow
 - **Modules Utilized:** Incident Management, Flow Designer, Role & Access Management, ACL Configuration
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5. Tasks and Activities

- Created **users, groups, and roles** to establish a structured permission system.
 - Designed and configured **tables** for efficient data management.
 - Assigned **roles and users** to groups to manage access rights.
 - Developed **Access Control Lists (ACLs)** to ensure secure data visibility.
 - Implemented **automated flows** using Flow Designer to route tickets dynamically.
 - Configured **notifications and approvals** to alert users upon ticket creation and assignment.
 - Conducted multiple test scenarios to verify the accuracy and efficiency of ticket routing.
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6. Workflow Summary

The workflow begins when a user raises a support ticket. Based on predefined routing rules such as issue category, department, or priority, the system automatically assigns the ticket to the appropriate support group. The assigned team receives a notification, and the requester is updated with the status of their issue. This seamless automation minimizes delays, ensures accountability, and improves the overall customer experience.

7. Results and Outcomes

- Successful automation of ticket routing, eliminating manual effort.
- Improved accuracy and consistency in ticket assignments.
- Reduction in issue resolution time through optimized workflows.
- Enhanced visibility for both users and administrators through real-time updates.
- Better resource allocation and team efficiency.

8. Conclusion

The **Automated Ticket Routing System** has effectively transformed the traditional support process at *ABC Corporation* by leveraging ServiceNow's automation and workflow capabilities. The project has achieved its goal of minimizing manual intervention, improving resolution speed, and enhancing operational transparency.

By automating the ticket assignment process, the organization now benefits from faster response times, improved customer satisfaction, and a more productive support environment.