PROJECT DESIGN

Team ID	LTVIP2025TMID30596
Project Name	Streamlining ticket assignment for efficient support operation

Proposed solutions template :

Project team shall fill the following information in the proposed solutions template

S.no	Parameters	Description
1.	Problem statement (problem to be solved)	Manual ticket assignment leads to delays, misrouting, and inefficient support operations. A streamlined, automated system is needed to improve accuracy and response time.
2.	Idea/solutions description	Implement an automated ticket assignment system in ServiceNow using roles, groups, and workflows to ensure accurate routing, faster resolution, and improved support efficiency.
3.	Novelty/uniqueness	Uses intelligent routing, role-based access, and automation in ServiceNow to optimize support with minimal manual effort.
4.	Social impact/customer satisfaction	Faster, accurate support boosts user satisfaction and builds trust through timely issue resolution.
5.	Business model (revenue model)	Improves operational efficiency, reducing support costs and downtime, while enhancing service quality—leading to higher customer retention and potential subscription growth.
6.	Scalability of the solution	Easily handles increasing tickets, users, and services without affecting performance, making it suitable for growing organizations.

Milestone 1: Users

Purpose: User creation allows assigning roles and responsibilities, enabling accurate and efficient ticket routing in ServiceNow.

Uses: user creation enables role-based access, accurate ticket assignment, and workflow automation for efficient support operations.

Steps:

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

Milestone 2: Groups

Purpose: Group creation allows organizing users into teams (e.g., IT support, HR), so tickets can be automatically assigned to the right group, ensuring faster and more efficient support operations.

Uses: Group creation helps in assigning tickets to the right team, managing workloads efficiently, and enabling automated routing based on skills or roles in ServiceNow.

Steps:

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

7. Create one more group
8. Create another group with the following details
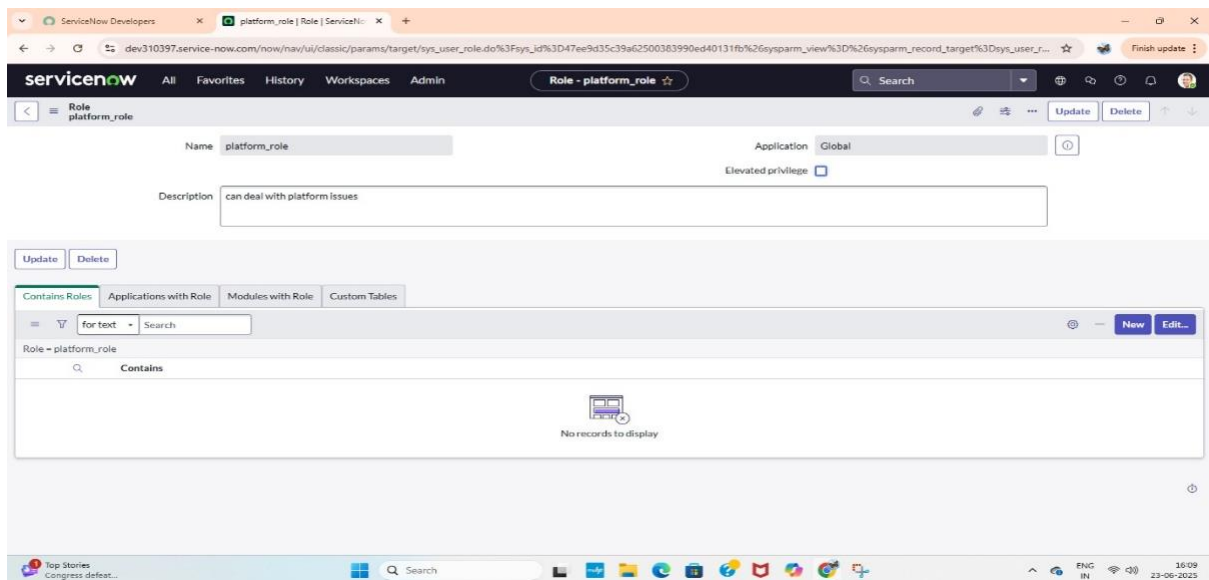9. Click on submit

Milestone 3: Roles

Purpose: Role creation defines what actions users can perform in ServiceNow, ensuring secure access, proper task ownership, and smooth automation during ticket assignment.

Uses: Role creation defines user permissions and access levels, ensuring that only authorized users can view, edit, or manage tickets—enabling secure and efficient ticket assignment in ServiceNow.
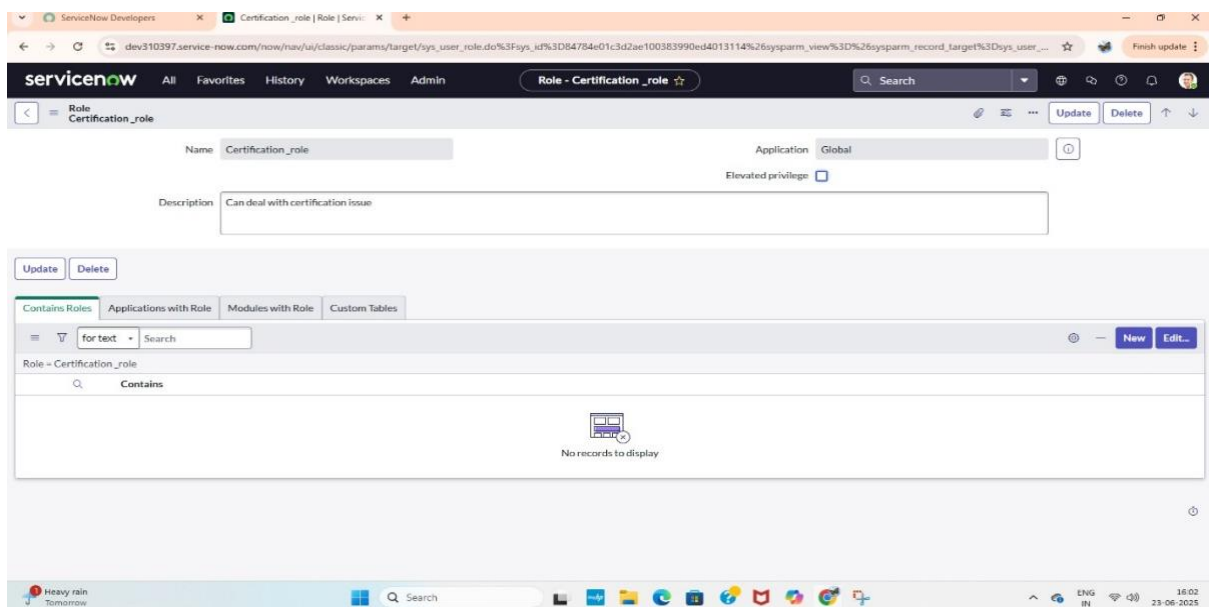
Steps:

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
7. Create one more role:
8. Create another role with the following details
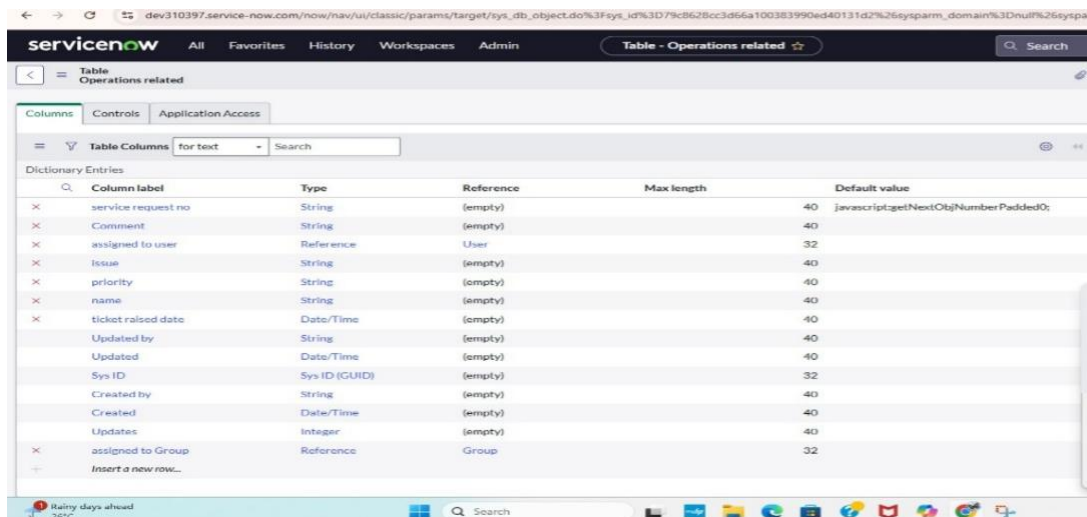9. Click on submit

Milestone 4: Tables

Purpose: Table creation provides a structured way to store and manage ticket-related data, such as incidents, users, groups, and assignments in ServiceNow.

Uses: Organizes data into rows (records) and fields (columns)Enables workflows to automatically assign and track tickets

Steps:

- Open service now.
- Click on All >> search for tables
- Select tables under system definition
- Click on new
- Fill the following details to create a new table
- Label : Operations related
- Check the boxes Create module & Create mobile module
- Under new menu name : *Operations related*
- Under table columns give the columns
- Click on submit
- Create choices for the issue filed by using form design
- Choices are
- Unable to login to platform
- 404 error
- Regarding certificates
- Regarding user expired
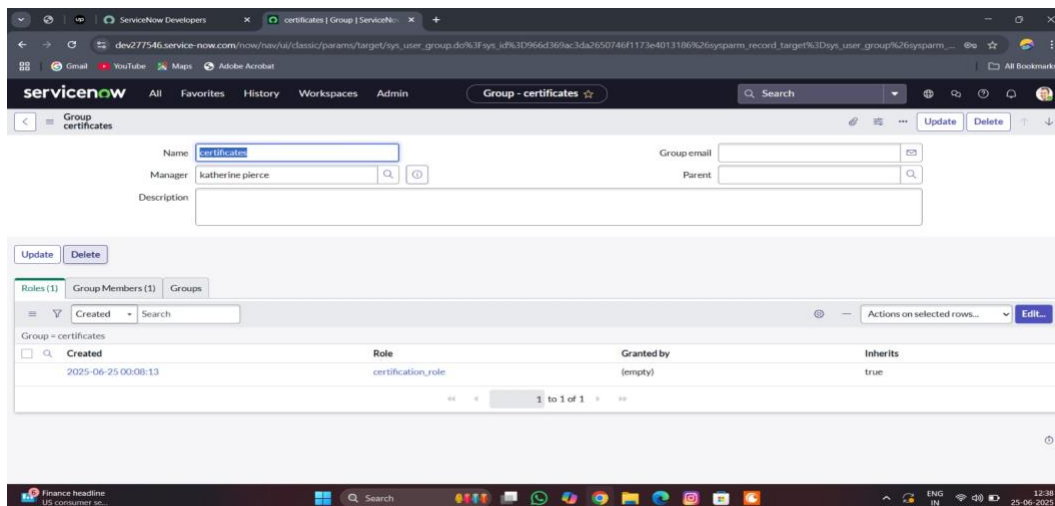
Milestone 5: Assign roles & users to group

Activity 1 :Assign roles & users to certificate group

*Purpose:*Assign roles and users to the certificate group to enable accurate routing and efficient handling of certificate-related tickets.

Uses: Assign roles and users to the certificate group ensures proper access, automated ticket routing, and efficient handling of certificate-related issues in support

Steps:

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 Katherine Pierce and save
8. Click on roles
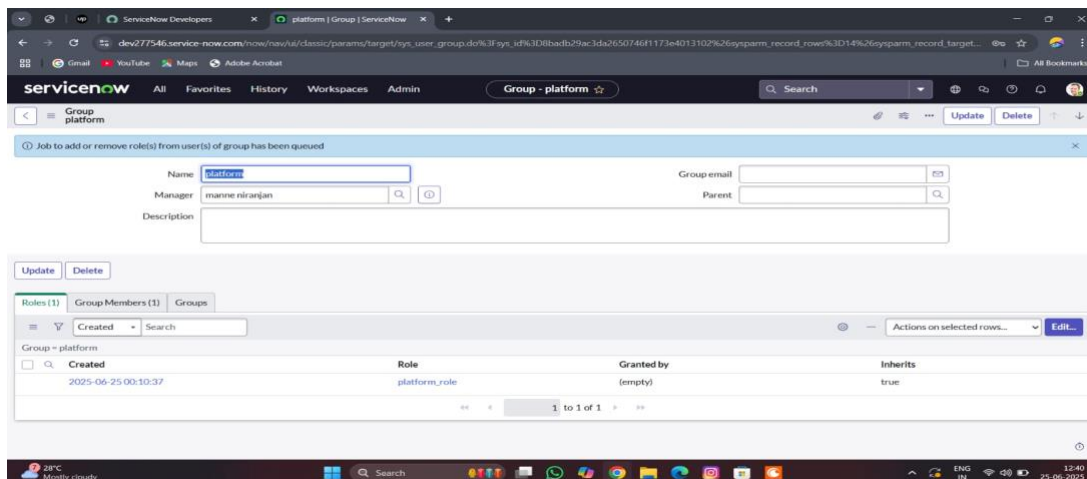9. Select Certification_role and save.

Activity 2:Assign roles & users to platform groups

Purpose.: Assigning roles and users to the platform group enables proper access and efficient handling of platform-related tickets for faster

Uses: Assigning roles and users to the platform group ensures accurate routing, proper access control, and efficient resolution of platform-related tickets, improving overall support operations

Steps:

1. Open service now
2. Click on All >> search for tables
3. Select tables under system definitions'
4. Select the platform group
5. Under group members
6. Click on edit
7. Select Manne Niranjan and save
8. Click on roles
9. Select Platform_role and save.

Milestone 6: Assign role to table

Purpose: Assigning roles to tables ensures controlled access and enables users to interact with the right data, supporting secure and efficient ticket assignment and resolution in ServiceNow.

Uses: Assigning roles to tables allows proper data access, enforces security, supports automation, and ensures users can perform required actions to manage and resolve tickets efficiently

Steps:

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

Purpose: Creating ACLs ensures secure and controlled access to ticket data, allowing only authorized users to view or modify records, which supports data integrity and efficient operations in ServiceNow.

Uses: Creating ACLs helps enforce role-based access, protect sensitive ticket data, ensure compliance, and support secure and efficient handling of tickets in ServiceNow.

Steps:

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