STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

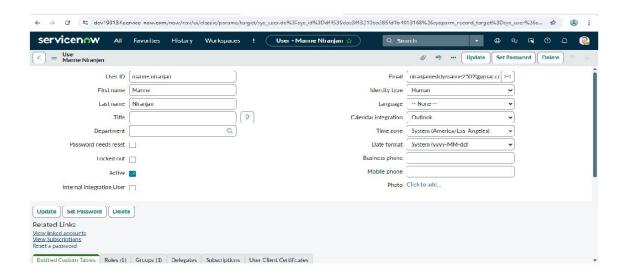
OBJECTIVE

The objective of this initiative is to implement an automated system for ticket routing at ABC Corporation, aimed at improving operational efficiency by accurately assigning support tickets to the appropriate teams. This solution aims to reduce delays in issue resolution, enhance customer satisfaction, and optimize resource utilization within the support department.

USERS:

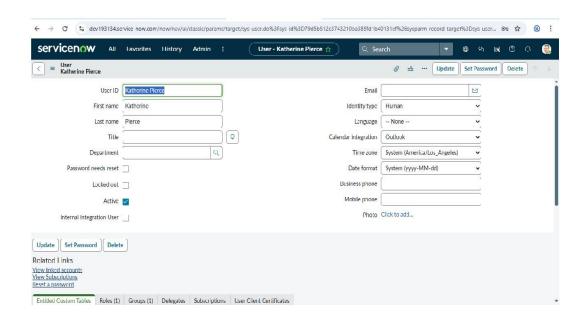
CREATED USERS:

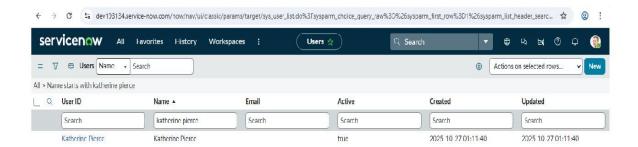
1. Manne Niranjan





2. Katherine Pierce

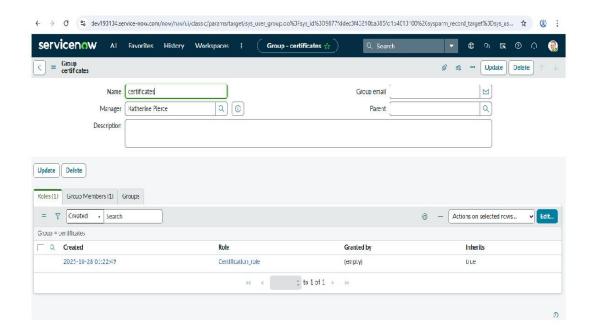


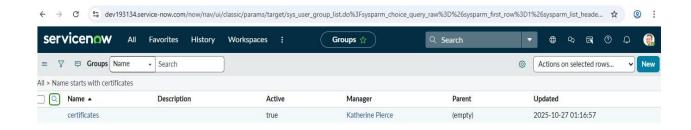


GROUPS:

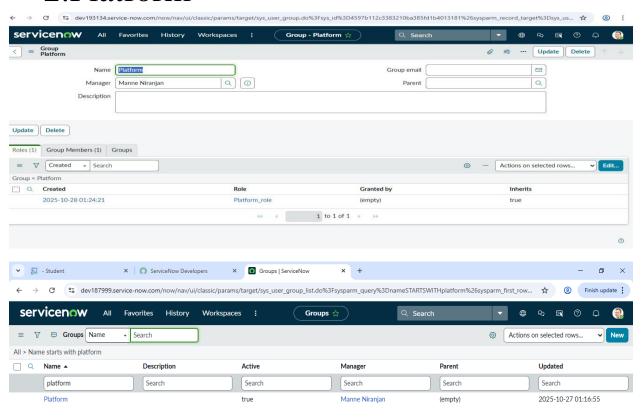
CREATED GROUPS:

1. Certificates





2.Platform

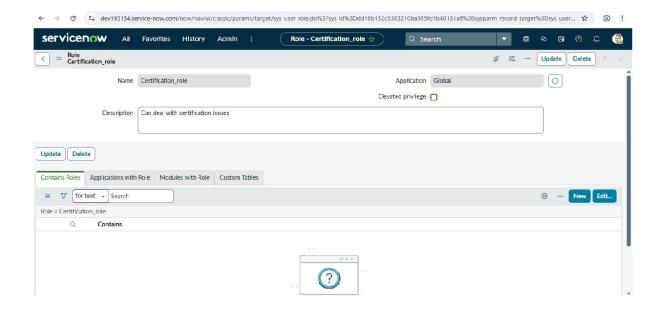


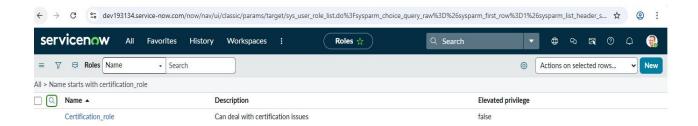


ROLES:

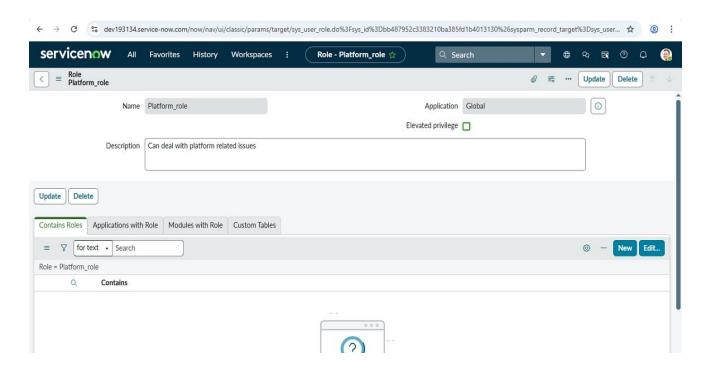
CREATED ROLES:

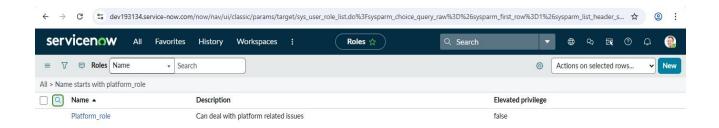
1. Certification Role





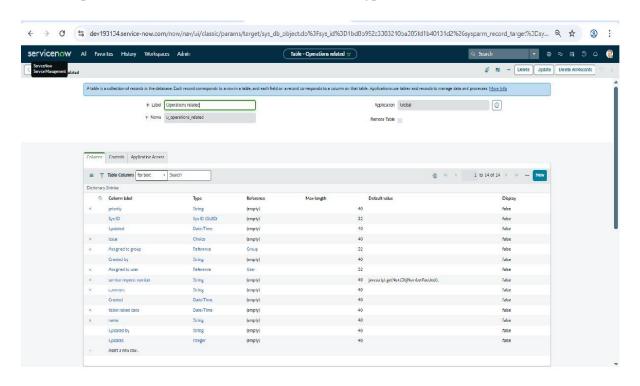
2. Platform Role:





TABLES:

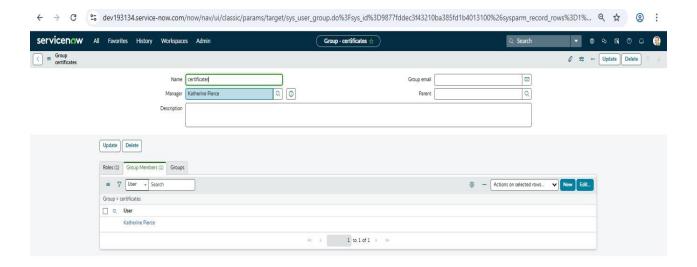
CREATED TABLES:

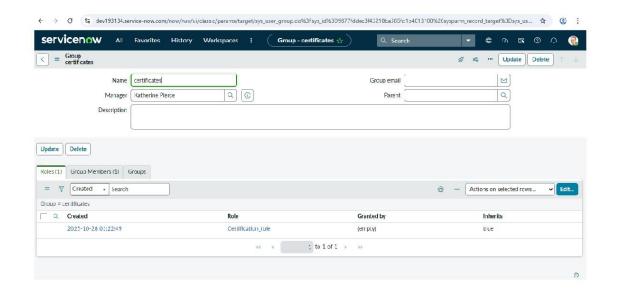




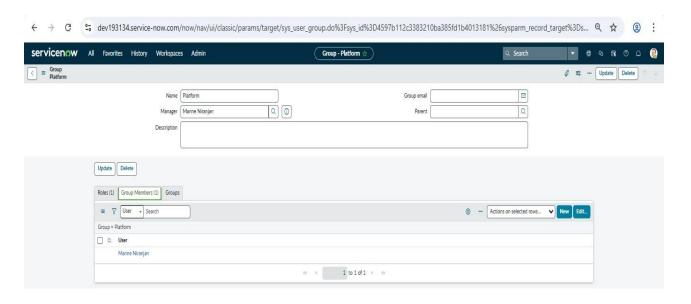
Assigned roles & users to groups

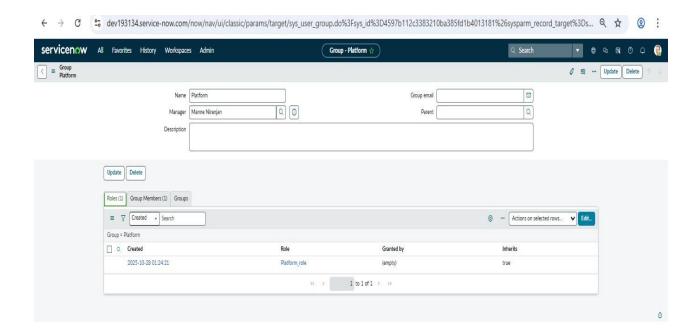
1. Certification:



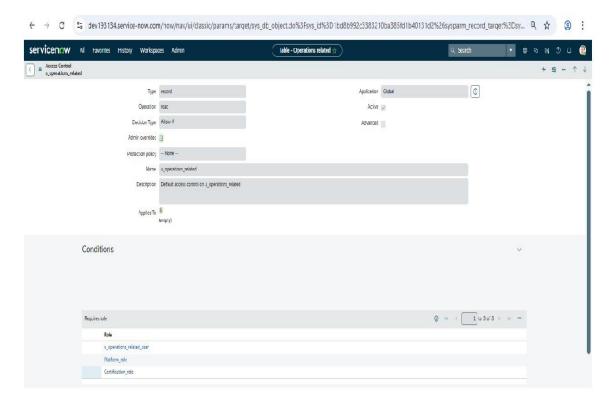


3. Platform:





Assigned Role To Table:





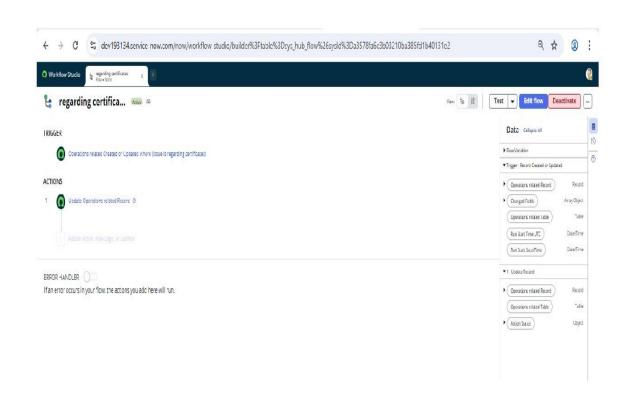
CREATED ACL:

🕂 ightarrow C 😘 dev193134.service-now.com/now/nav/ui/classic/params/target/sys_security_acl_list.do/k3Fsysparm_queny/k3DnameSTART3WITI lu_operation/k26sysparm_first_row/k3D1... Q 🛊 ② :

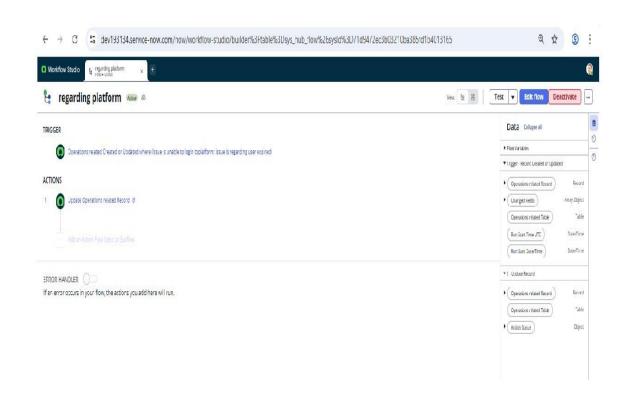
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O Name 4	Decision Type	Operation	Туре	Active	Updated by	Updated
u_operation	Search	Search	Search	Search	Search	Search
u_operations_related	Allow It	create	record	tue	acmin	20/5-10-1/01/43:5/
u_operations_related	Allow It	deleté	record	true	acmin	2025-10-2/01:43:5/
u_operations_related	Allow It	reac	record	true	acmin	2025-10-2/01:43:5/
u_operations_related	Allow It	wnte	record	tue	acmn	2025-10-2/01:43:5/
u_operations_related.u_issue	Allow It	Wnte	record	trué	acmin	20/5-10-2801:37:40
u_operations_related.u_name	Allow It	delete	record	true	acmn	2025-10-2801:38:23
© nTobelatious Legated in Torouth	Allow It	write	record	tue	acmin	2025-10-2801:41:52
u_operations_related.u_service_request_in	Allow It	wnta	record	true	acmin	2025-10-2801:35:08
u_operations_related.u_ticket_raised_date	Allow It	write	record	true	acmin	2025-10-2801:37:30

FLOW:

1.Created a Flow to Assign operations ticket to group:



2. Create a Flow to Assign operations ticket to Platform group:



CONCLUSION:

The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of ServiceNow, we have streamlined the process of assigning support tickets to the appropriate teams, addressing the challenges of manual routing, and ensuring timely resolution of issues.