Streamlining Ticket Assignment for Efficient Support Operations

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.

Process

1.Users

2.Groups

3.Roles

4.Table

5. Assign Roles and users to groups

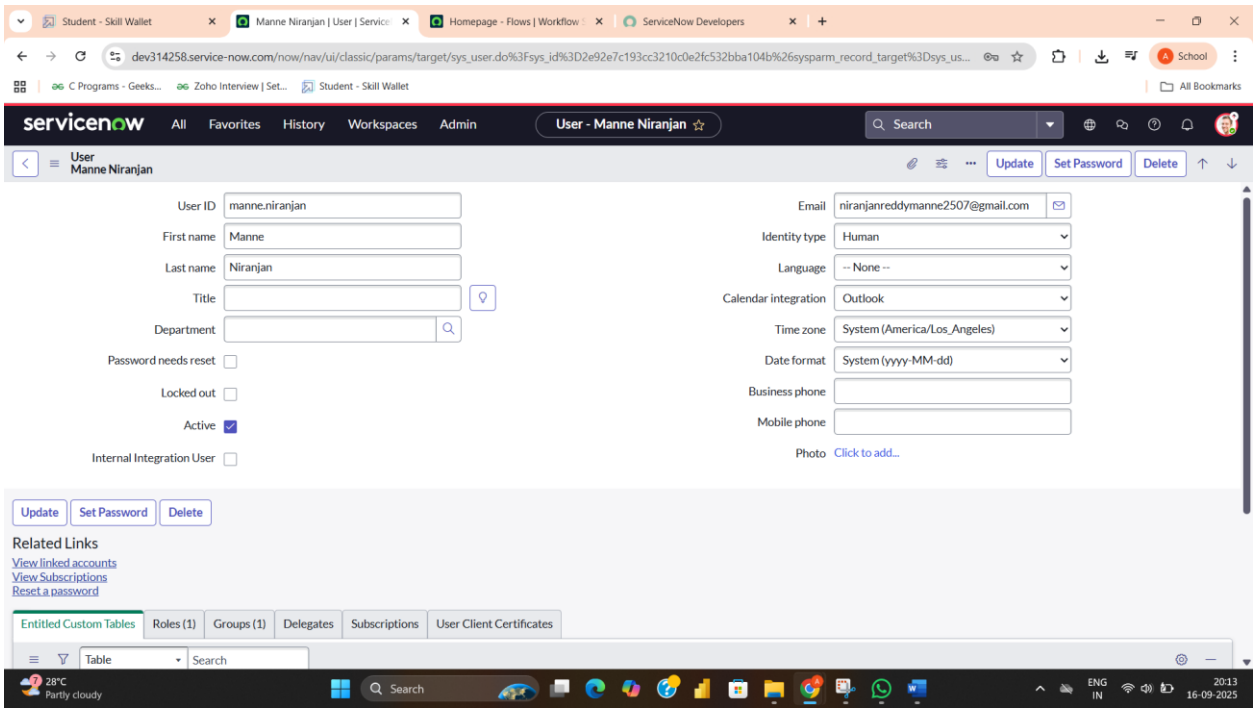
6. Assign Role to Table

7. .Create ACL

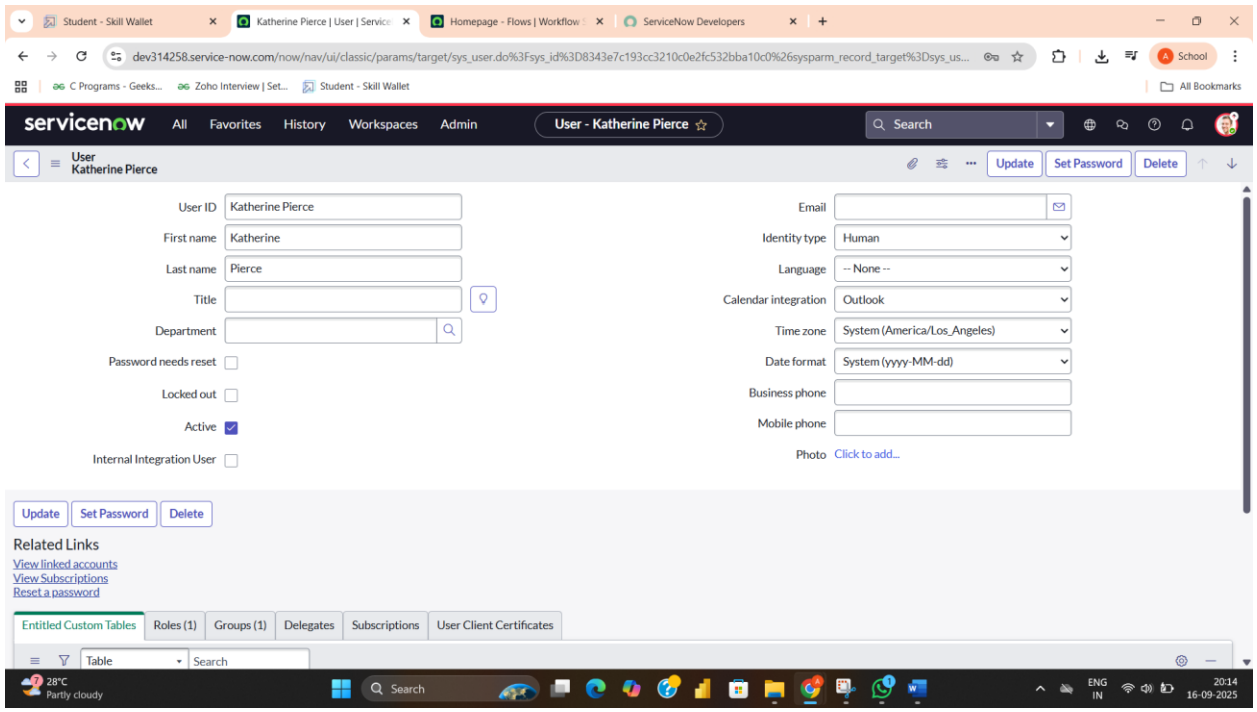
8.Flow

1. Create Users

A. Manne Niranjan

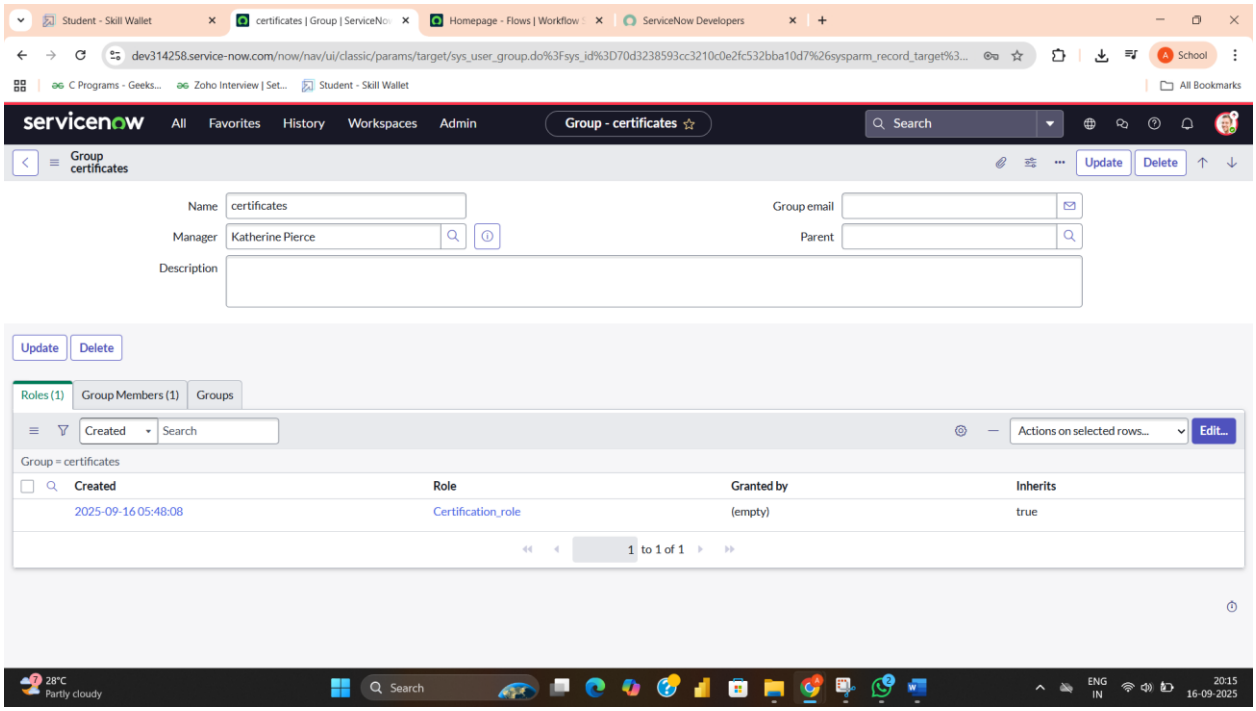


B)Katherine Pierce

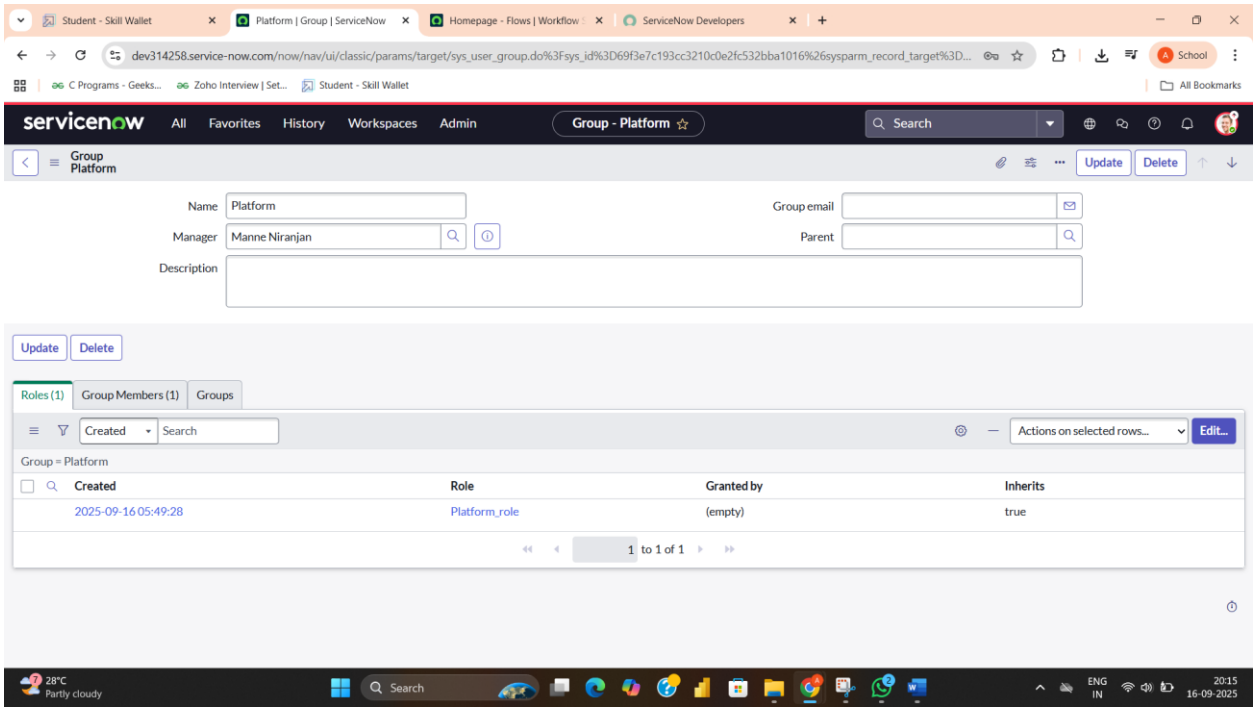


2. Create Groups

A. Certificates

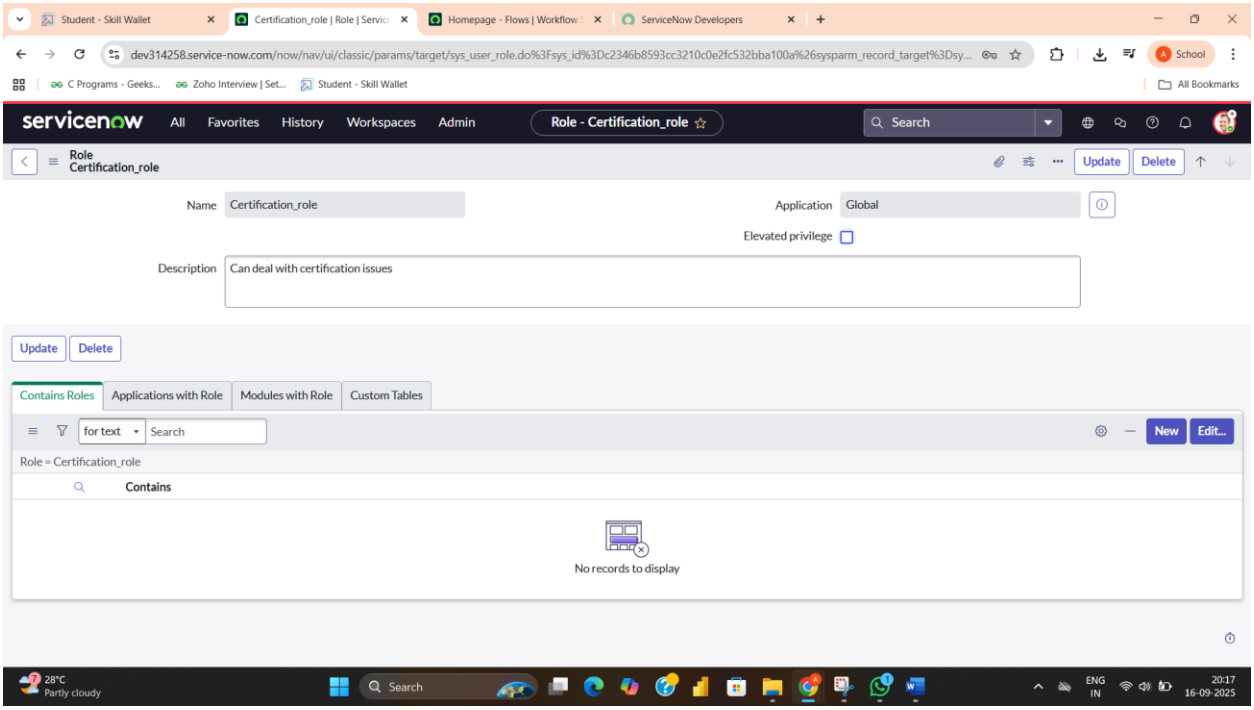


B. Platform

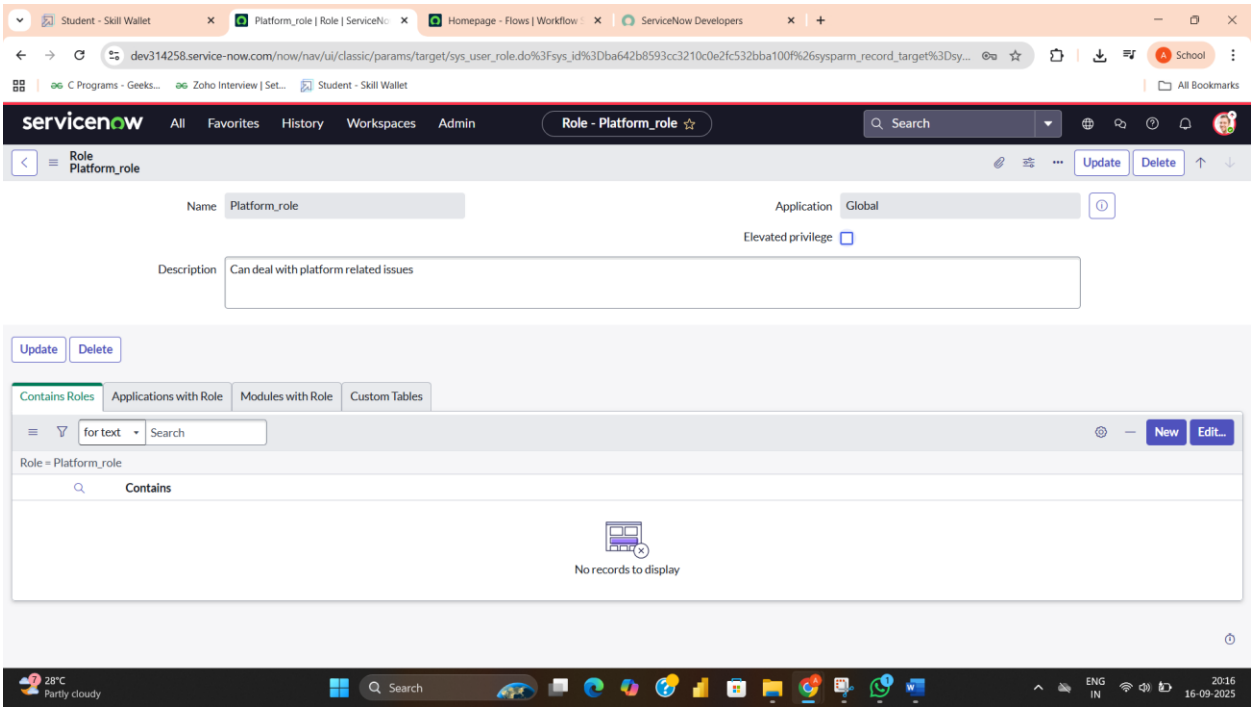


3. Create roles

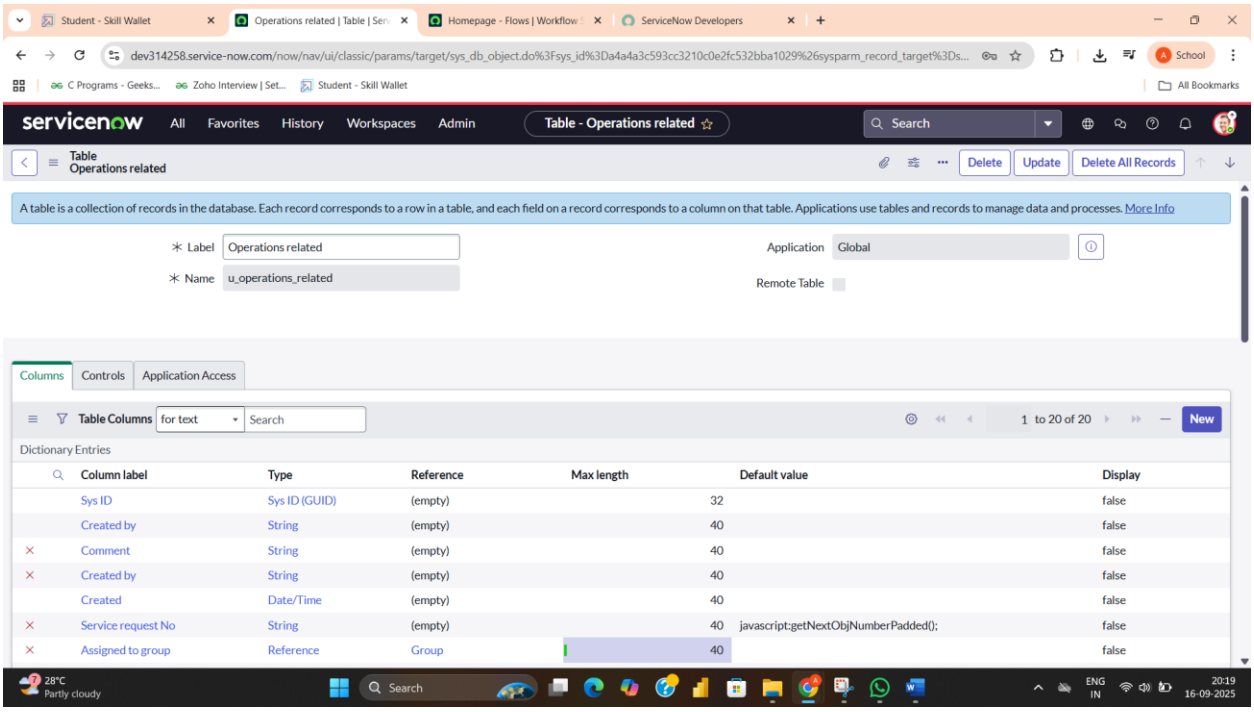
A. Certification Role

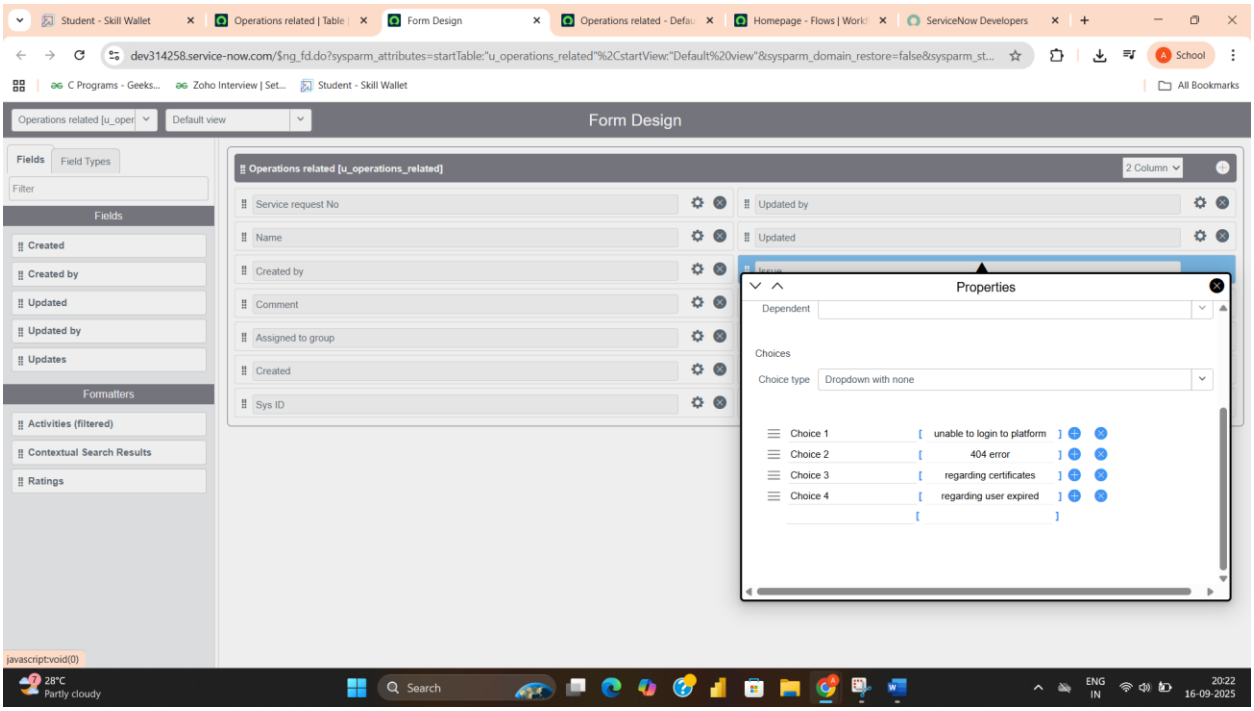


B. Platform Role



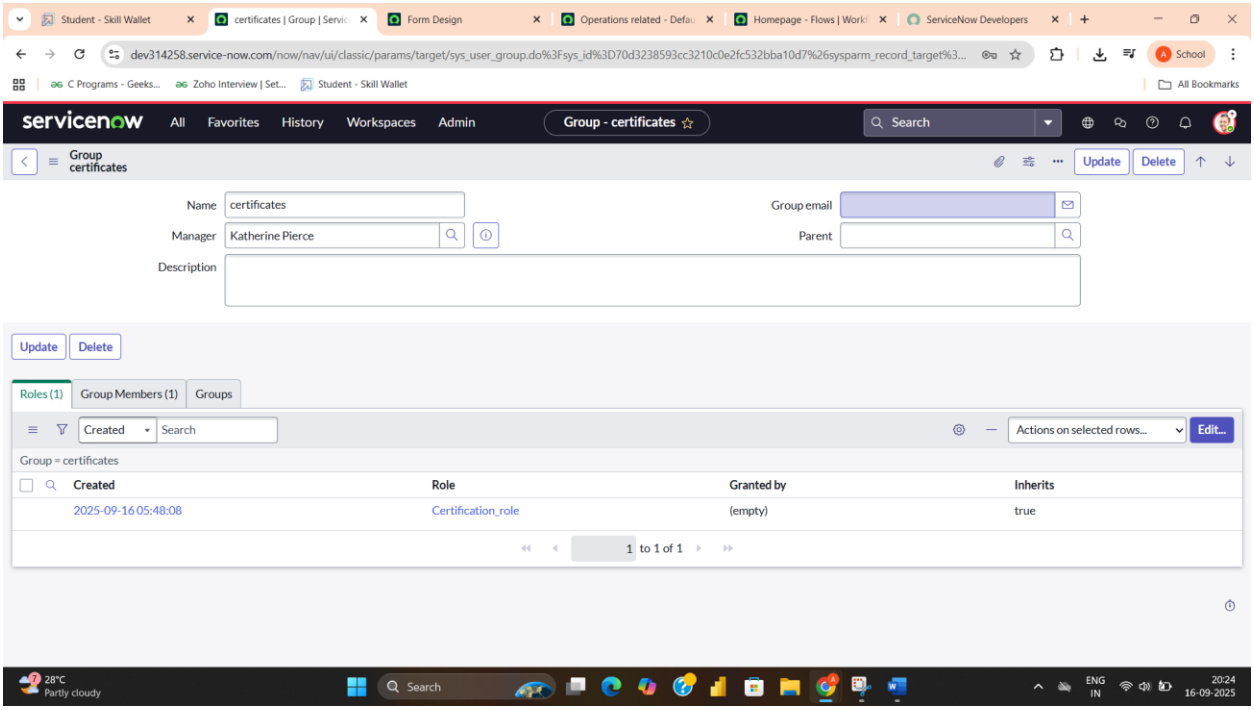
4. Create Table



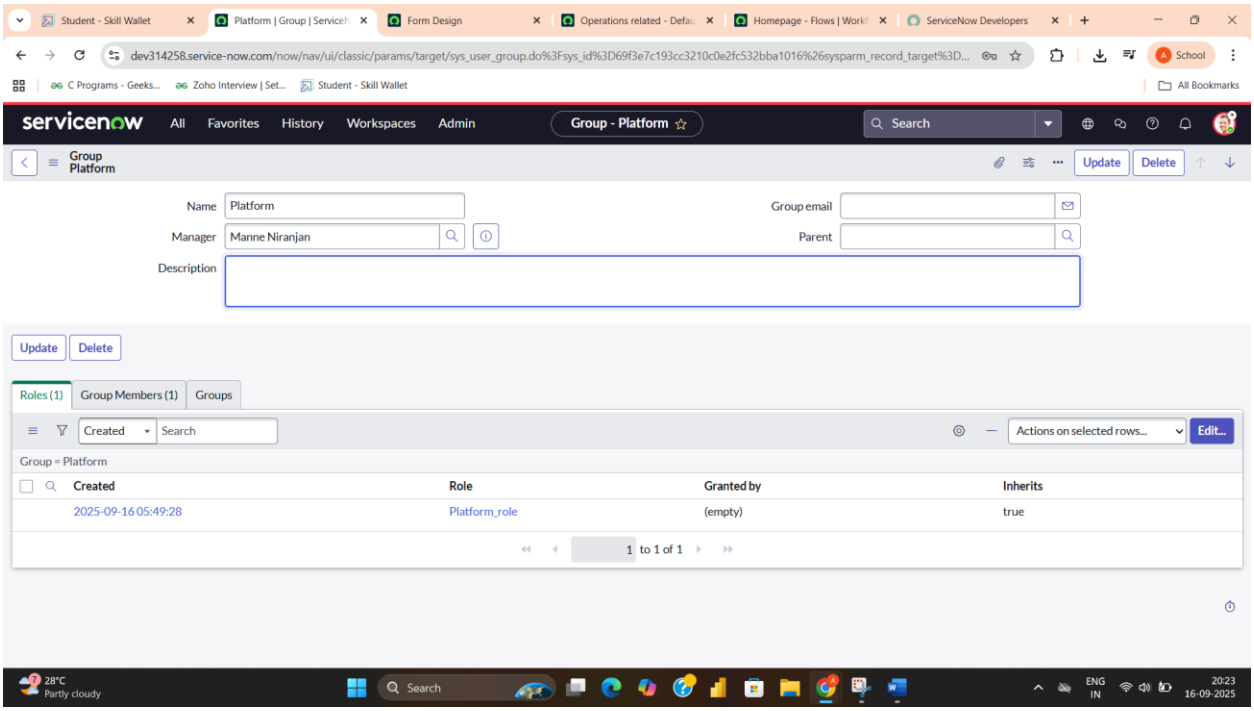


5. Assign roles & users to groups

5.1 Assign roles & users to certificate group

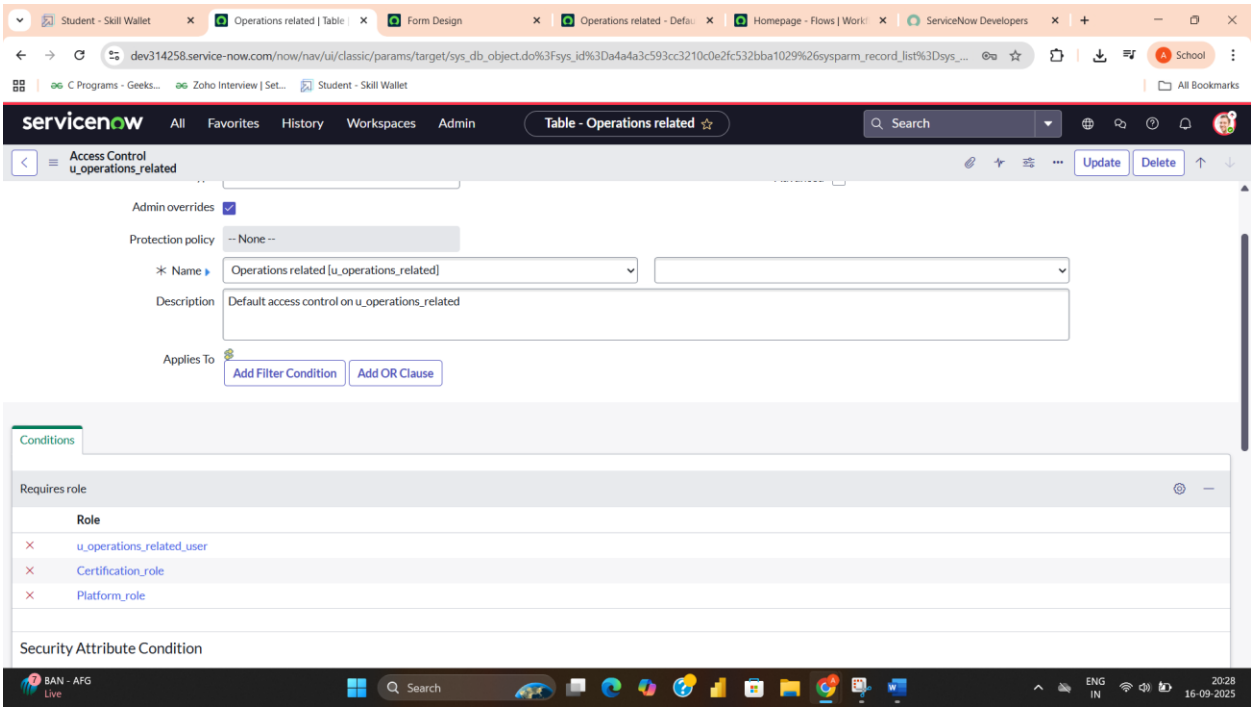


5.2 Assign roles & users to platform group

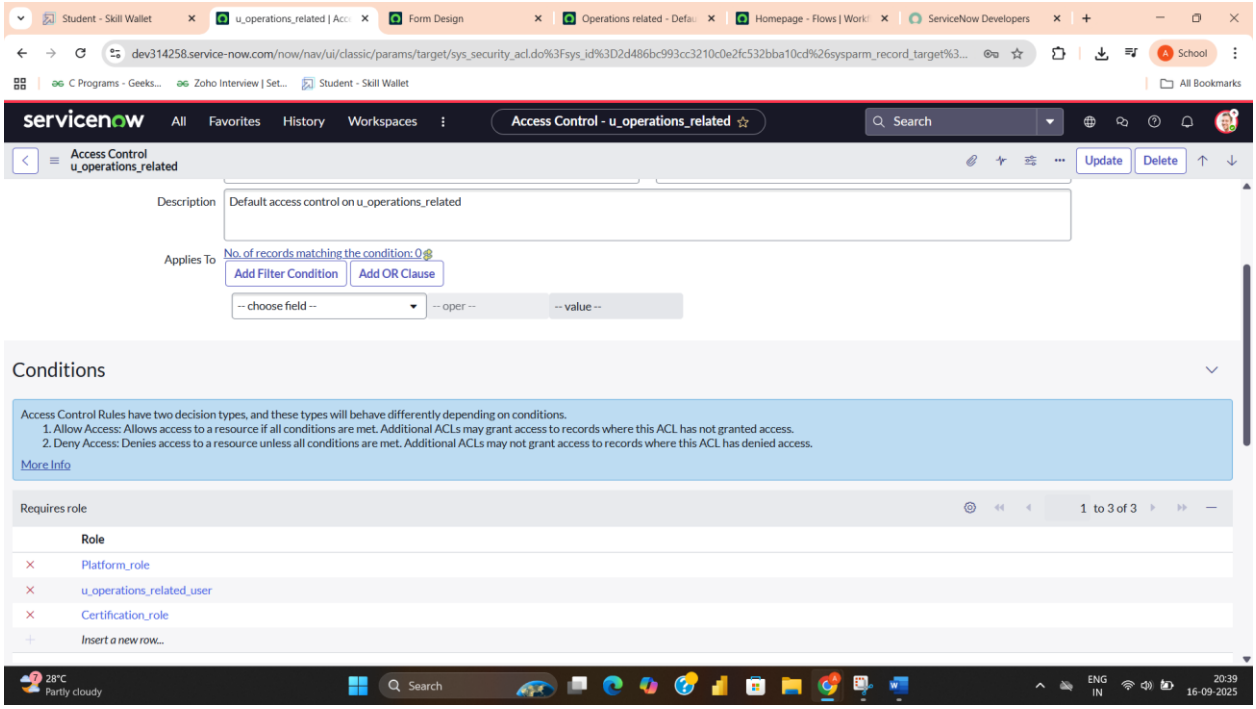


6. Assign role to table

6.1 Read

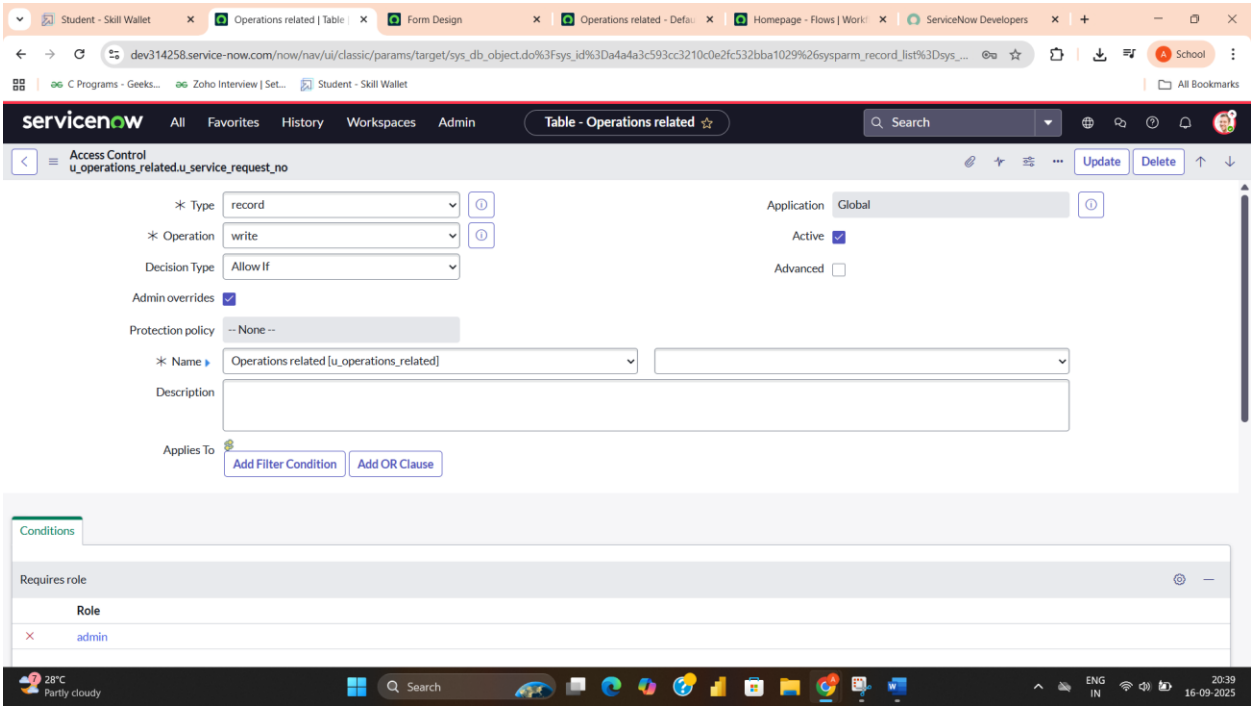


6.2 Write

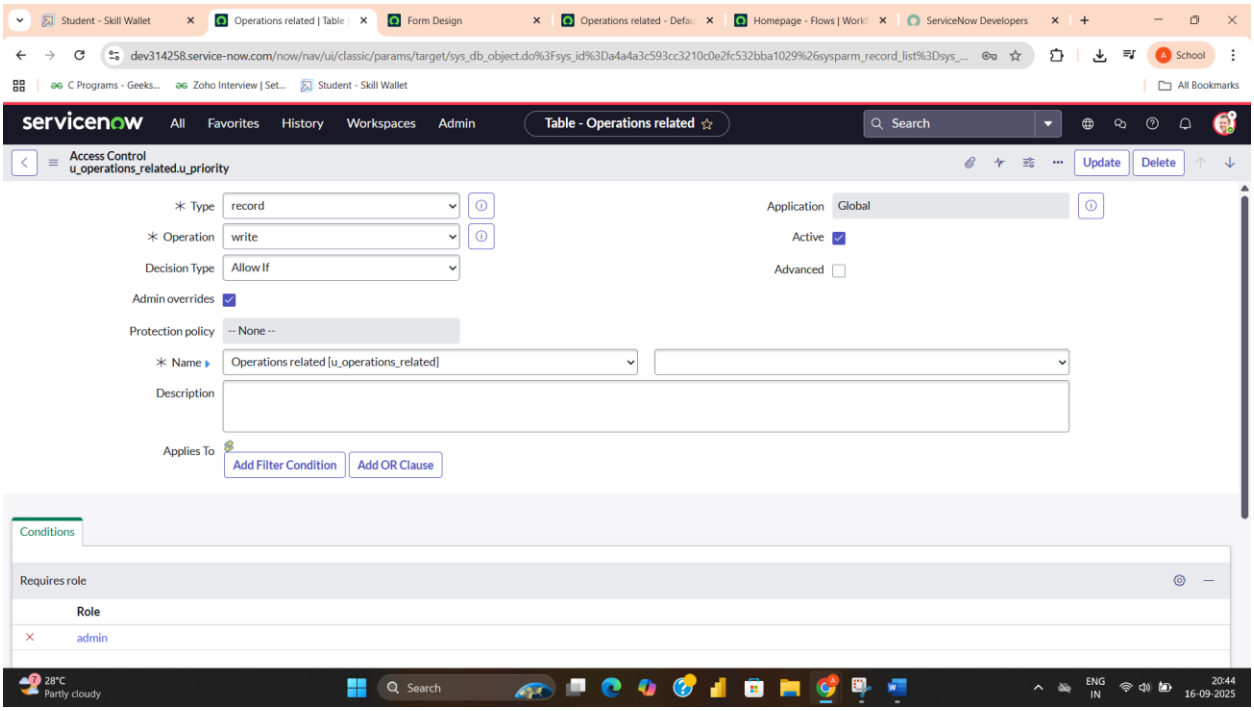


7. Create ACL

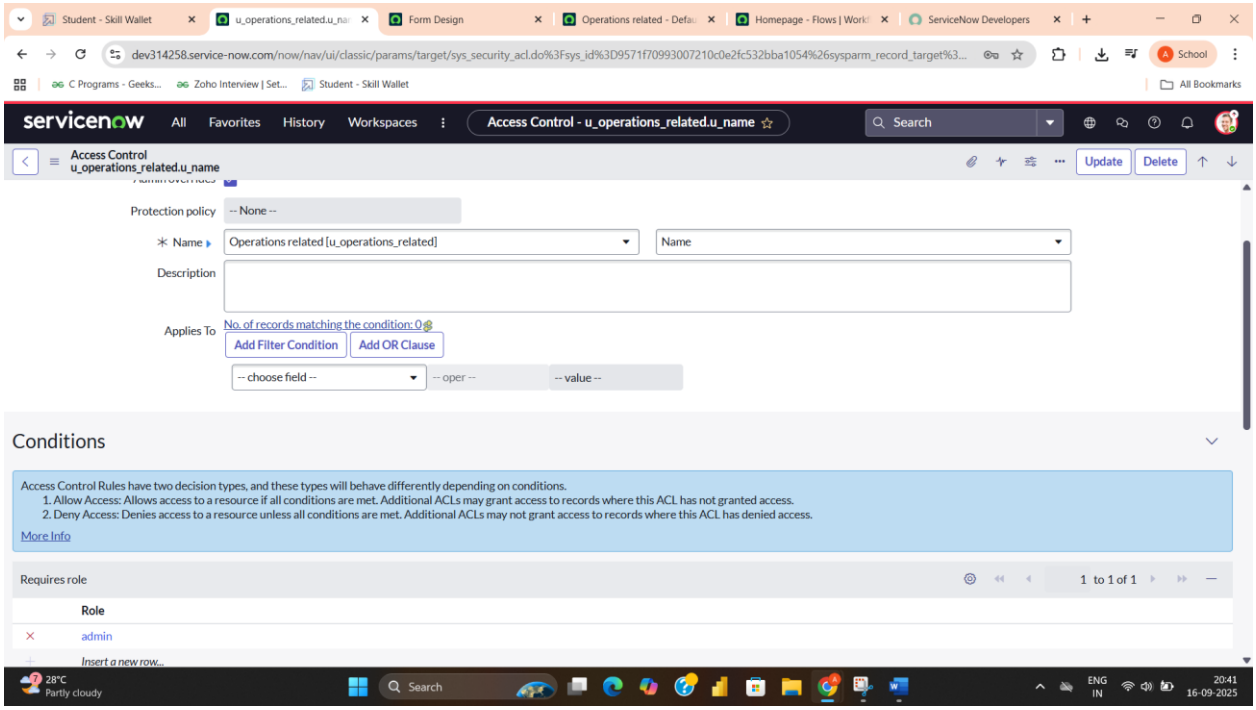
7.1 Servoce Request Info



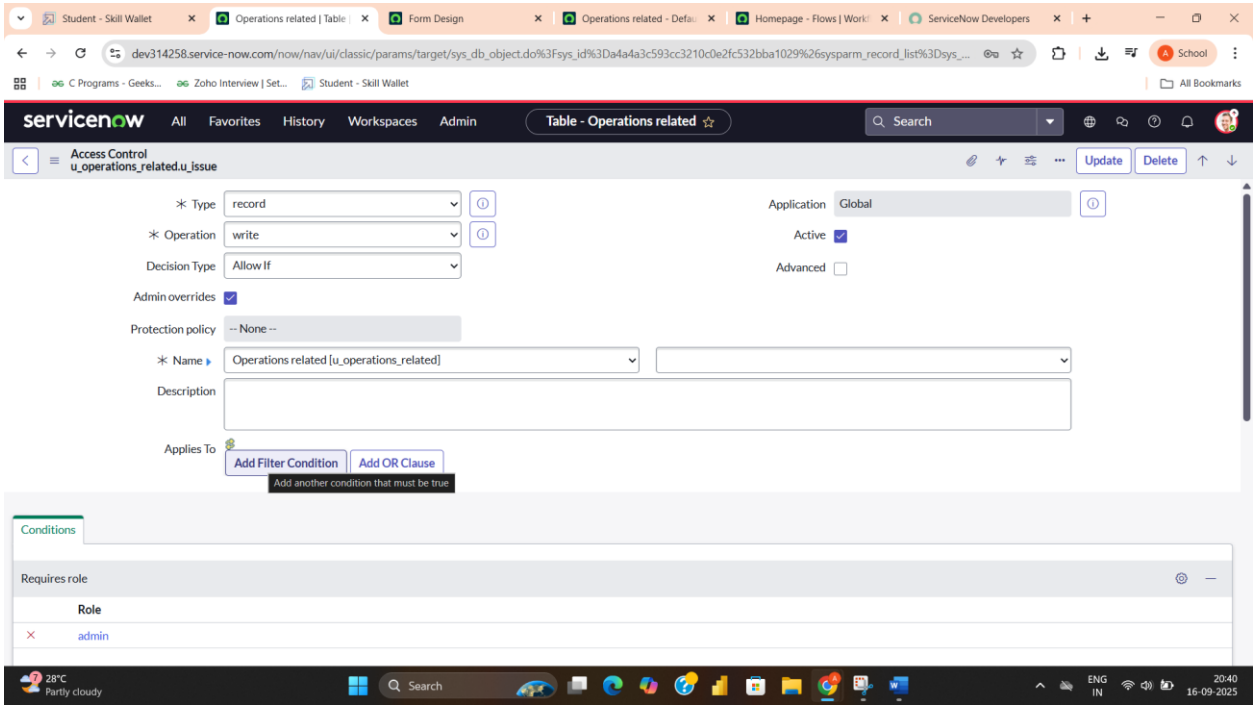
7.2 Priority



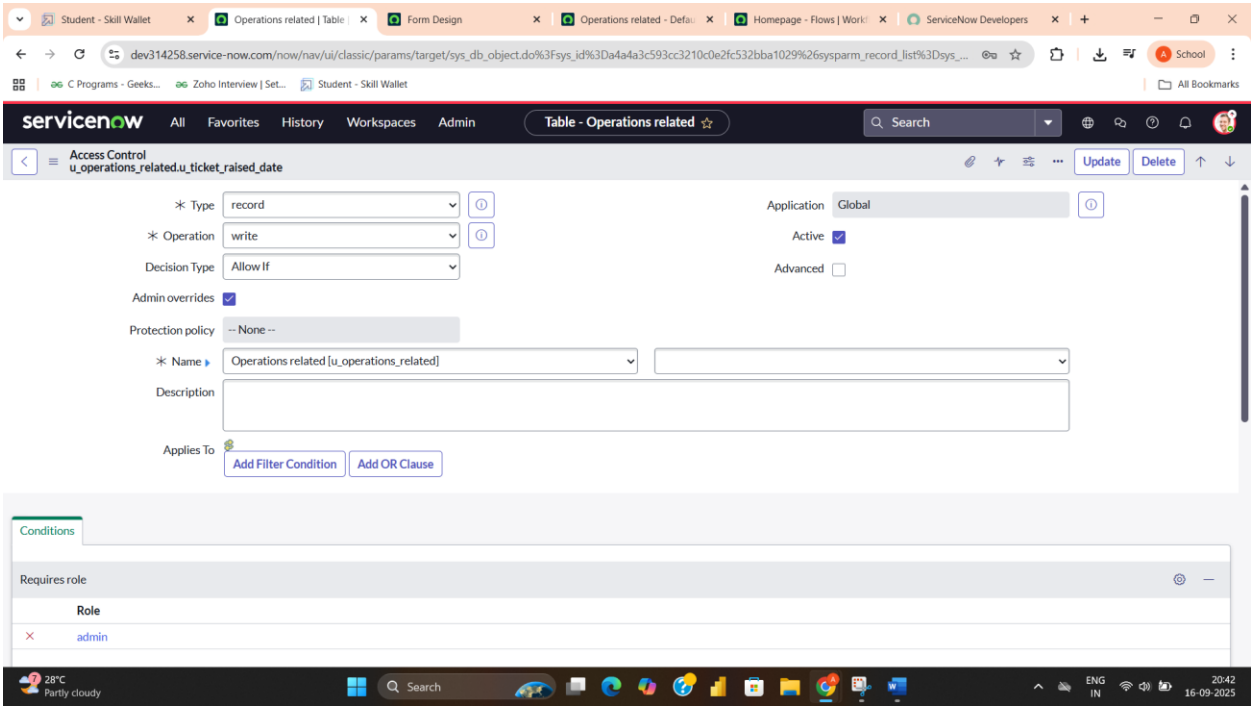
7.3 Name



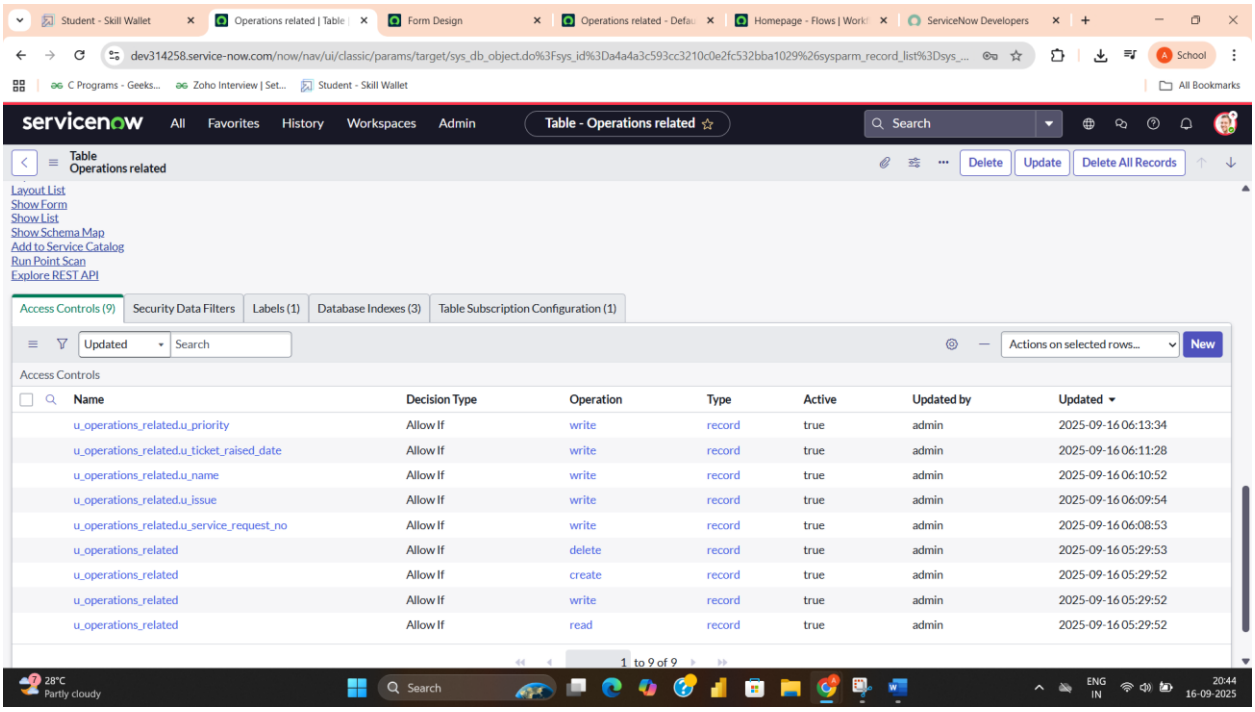
7.4 Issue



7.5 Ticket raised date



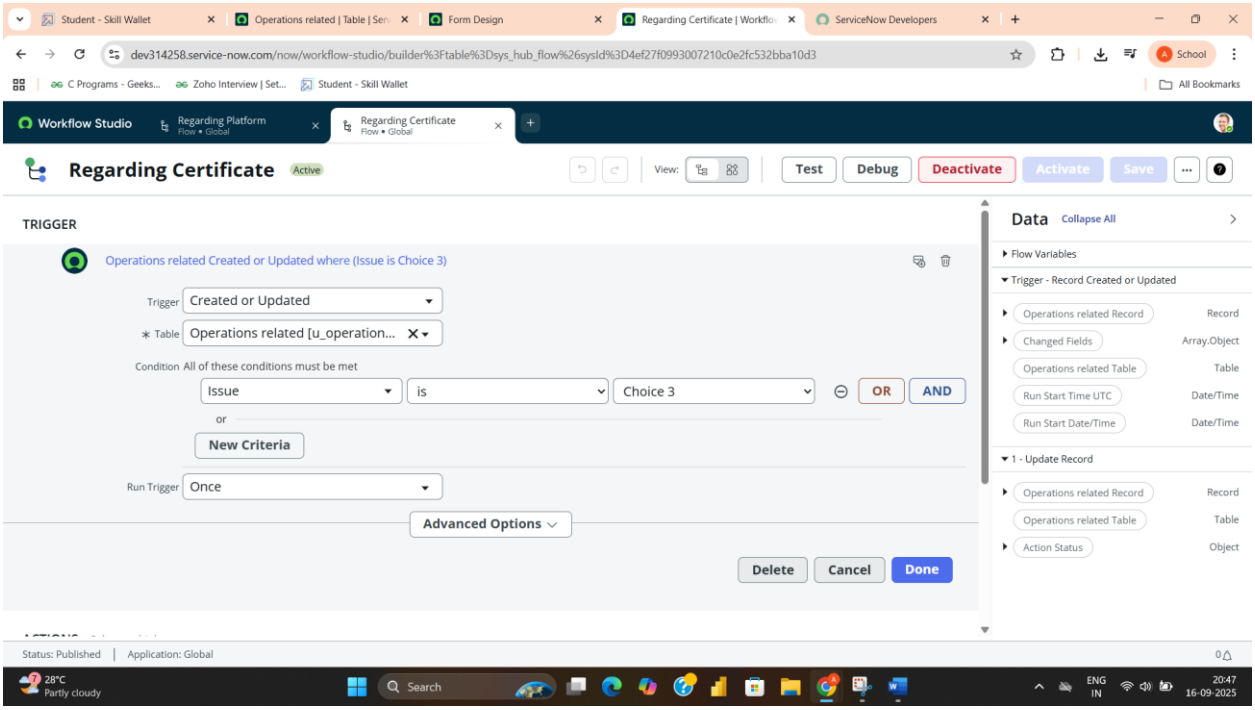
7.6



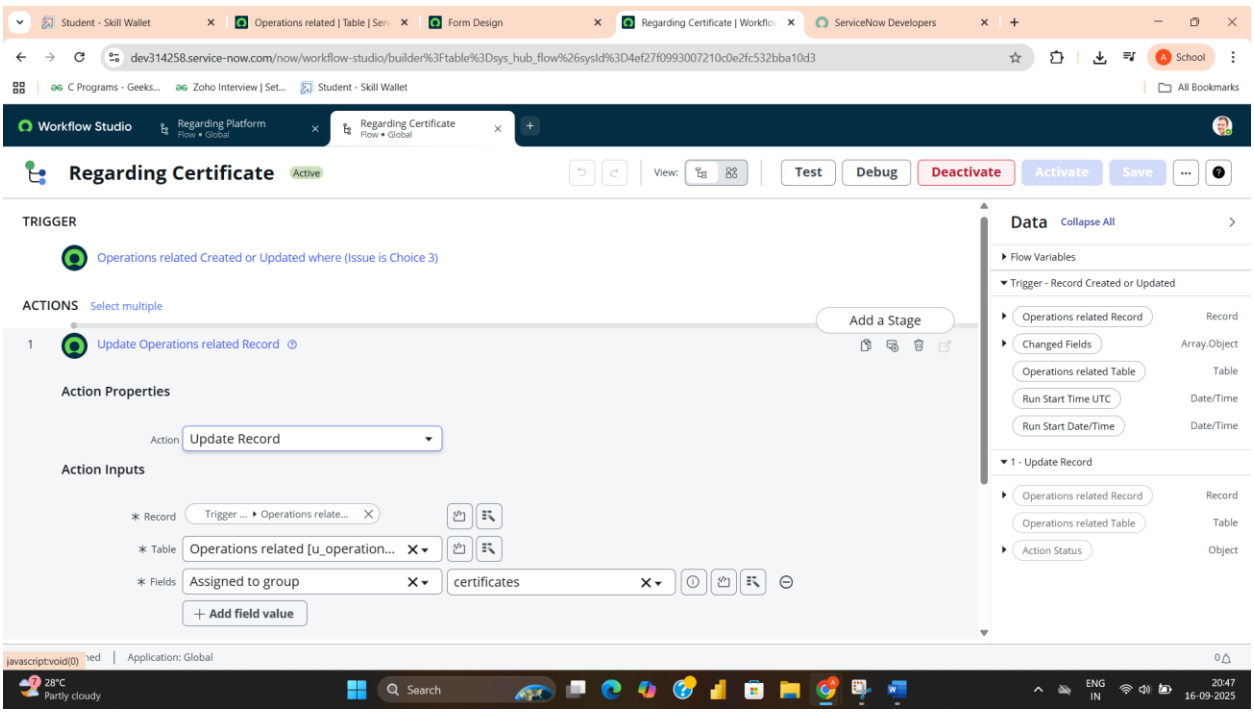
8. Flow

8.1 Create a Flow to Assign operations ticket to group

A) Trigger

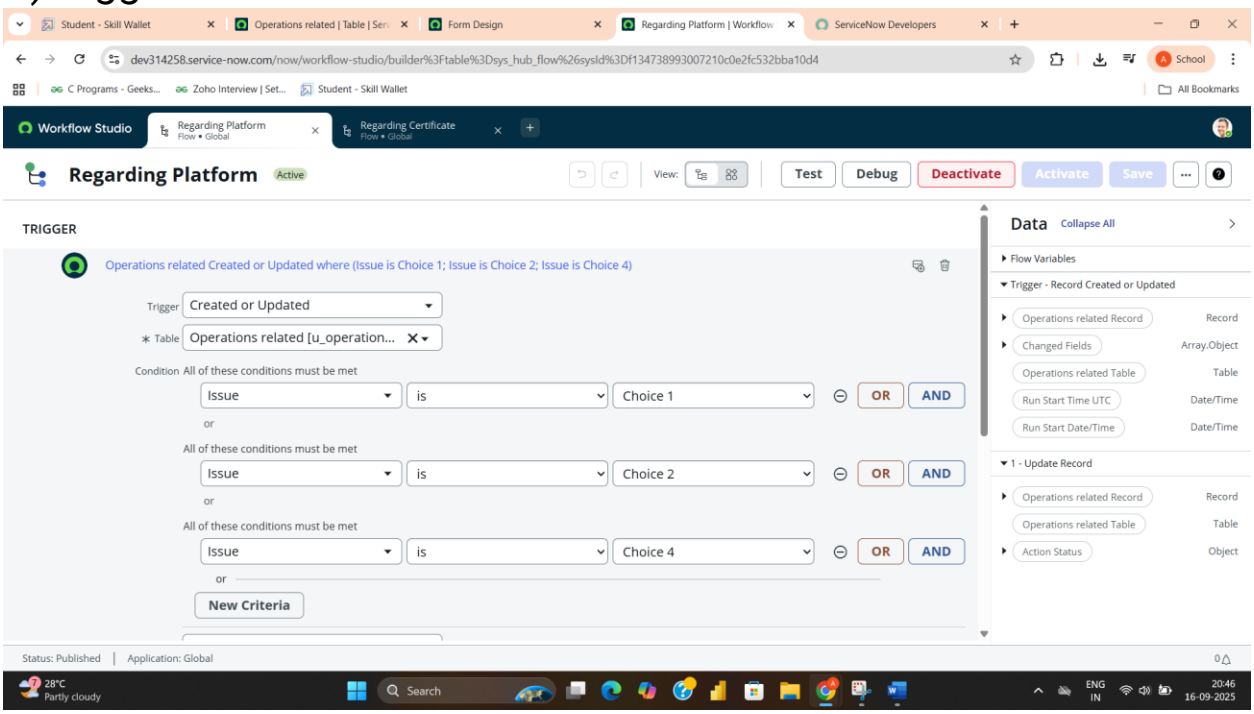
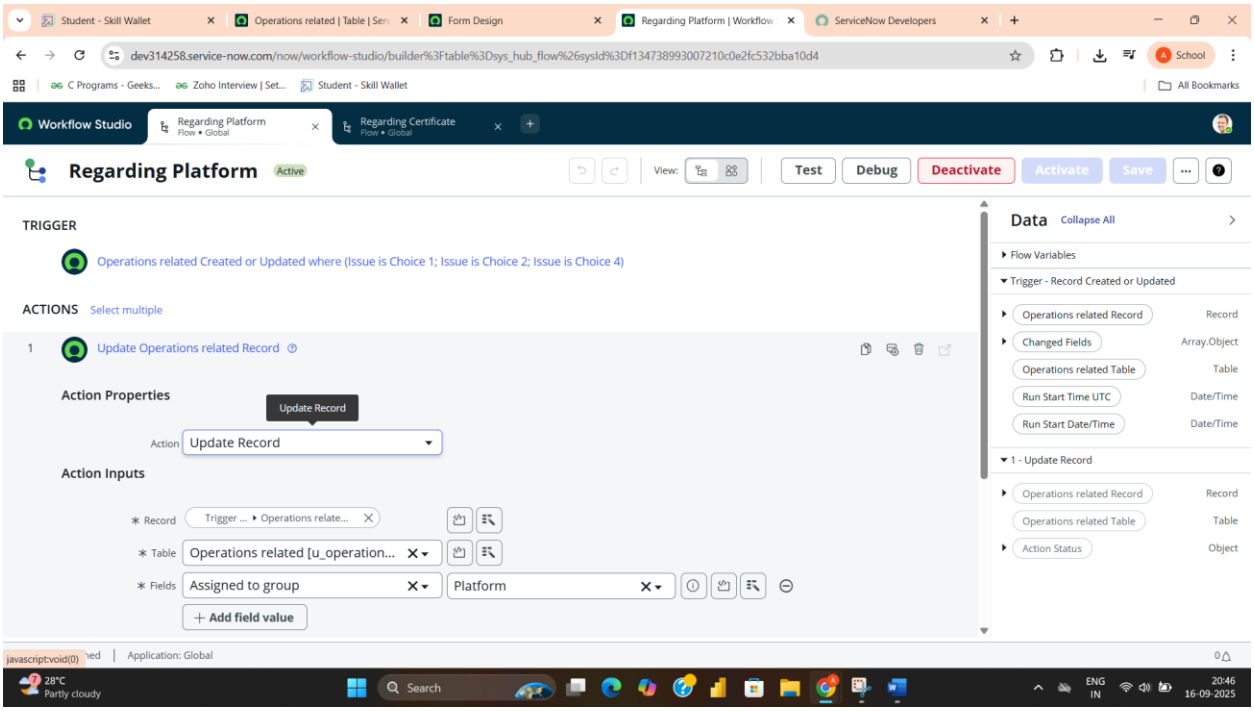


B. Action



8.2 Create a Flow to Assign operations ticket to Platform group

A)Trigger



B.Action