PROJECT DESIGN

Proposed Solution

S.No	Parameter	Description
1.	Problem Statement	In many support organizations, the process of assigning tickets to the appropriate support agents is often manual, inefficient, and inconsistent.
2.	Idea	The core idea is to develop and implement an intelligent, automated ticket assignment system that enhances the speed, accuracy, and fairness of assigning support tickets
3.	Novelty	The novelty in this approach lies in combining AI-driven decision-making, real-time agent profiling, and predictive analytics to automate and optimize ticket assignment beyond traditional static rule-based methods.
4.	Social Impact	Faster and more accurate ticket resolution leads to improved customer experiences**.**
5	Business Model	Deliver faster, smarter, and more accurate ticket assignment using AI and automation.
6.	Scalability of the solution	The proposed solution for streamlining ticket assignment is highly scalable, meaning it can effectively grow and adapt to increasing operational demands without compromising performance or efficiency.

Streamlining ticket assignment for efficient support operations

MILESTONE 1: Users

PURPOSE:

Assigning specific roles helps define who can create, assign, view, or resolve tickets

USES:

Users can be tagged with specific skills or expertise.Users can be grouped by departments (IT, HR, Finance).

Activity 1: Create Users

STEPS:

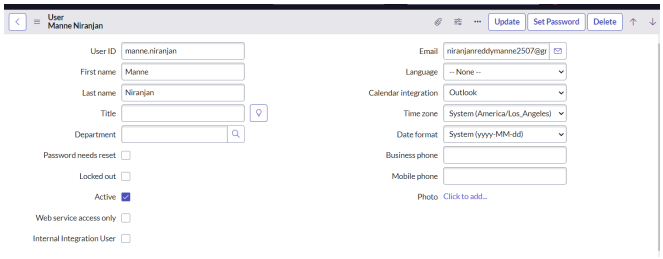
1)Open service now.

2)Click on All >> search for users

3)Select Users under system security

4)Click on new

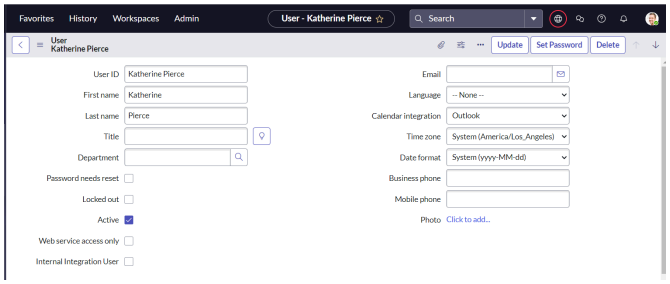
5)Fill the following details to create a new user.



6) Click on Submit.

Create one more user :

7)Create another user with the following details:



8) Click on Submit

MILESTONE 2:Groups

Activity 1: Create Groups

PURPOSE:

Groups can represent departments like IT Support, HR, Billing, or Technical Support.Groups can be formed based on expertise (e.g., Network Team, Software Team).

USES:

Groups allow you to assign tickets directly to departments (e.g., IT, HR, Billing), ensuring quicker resolution by the right team.

Activity 1: Create Groups

STEPS:

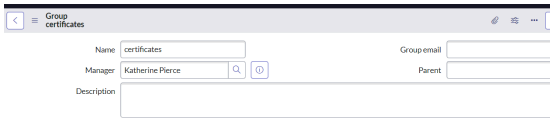
1) Open service now.

2)Click on All >> search for groups

3)Select groups under system Security

4)Click on new

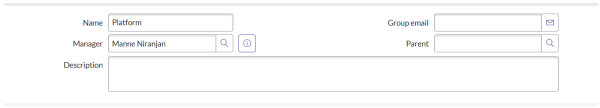
5)Fill the following details to create a new group



6)Click on submit

Create one more group:

7)Create another group with the following details



8) Click on Submit

MILESTONE 3:Roles

PURPOSE:

Roles help automatically assign tickets to the appropriate agent or group based on predefined conditions (e.g., issue type, priority, or keywords).

USES:

Automates decision-making, such as who can close a ticket or change priority.

Activity 1: Create Roles

STEPS:

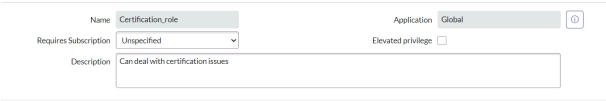
1)Open service now.

2)Click on All >> search for roles

3) Select roles under system security

4) Click on new

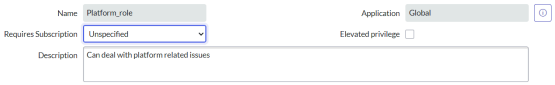
5)Fill the following details to create a new role



6) Click on submit

Create one more role:

7) Create another role with the following details



8) Click on Submit

MILESTONE 4:Table

PURPOSE:

Creating tables in a ticketing system or support operations tool is crucial for organizing, managing, and displaying structured data clearly.

USES :

Show group names, roles, assigned tickets, and performance metrics for effective team management.

Activity 1 : Create Table

STEPS:

1)Open service now.

2)Click on All >> search for tables

3)Select tables under system definition

4)Click on new

5)Fill the following details to create a New table

Label : Operations related

Check the boxes Create module &Create mobile module

6) Under new menu name :Operation Related

7)Under table columns give the Columns

Column label	Type	Reference	Max length	Default value	Display
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Assigned to group	Reference	Group	40		false
Assigned to user	Reference	User	32		false
Comment	String	(empty)	40		false
Issue	String	(empty)	40		false
Name	String	(empty)	40		false
Priority	String	(empty)	40		false
Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Ticket raised Date	Date/Time	(empty)	40		false
Insert a new row...					

8)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 Groups

PURPOSE:

Assigning roles and users to certificate groups helps manage access, skills, and responsibilities in a structured and secure way. This is particularly useful in environments where certifications or verified skills are critical to resolving specific types of tickets (e.g., compliance, technical issues, or industry standards).

USES:

Users in specific certificate groups can be given exclusive access to certain ticket types or customer information.

Activity 1: Assign Roles & Users to Certificate Group

STEPS:

1) Open service now.

2)Click on All >> search for tables

3)elect tables under system definitions

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 Group

STEPS:

1)Open service now.

2)Click on All >> search for tables

3) Select tables under system definition

4)Select the platform group

5)Under group members

6)Click on edit

7)Select Manne Niranjan and save

8)Click on roles

MILESTONE 6: Assign Role to Table

PURPOSE:

Ensure that only authorized roles can view, modify, or assign tickets.Separate ticket data logically based on roles or teams.

USES:

Automatically assign new tickets to users in roles defined in the table (e.g., assign all hardware tickets to users with “Hardware Technician” role).

Activity 1: Assign Role to Table

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 Operation

6)lick on the profile on top right side

7)Click on elevate role

8)Click on security admin and click on Update

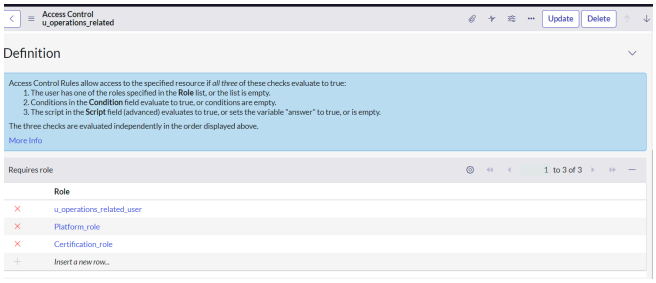
9)Under Requires role

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 Operations

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:

Restrict access to sensitive or irrelevant ticket data.Control who can perform actions like update, resolve, escalate, or delete tickets.

USES:

Define which users or roles can read, write, create, or delete ticket records in specific tables.

Activity 1: Create ACL

STEPS :

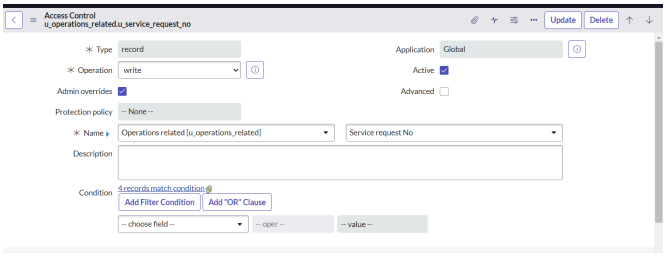
1)Open service now.

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



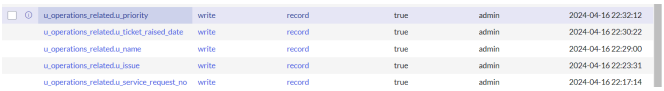
6)Scroll down under requires role

7)Double click on insert a new row

8)Give admin role

9)Click on submit

10)Similarly create 4 acl for the following details



MILESTONE 8: Flow

PURPOSE:

Creating a flow (often in tools like ServiceNow Flow Designer, Jira Automation, or other ITSM platforms) is essential in streamlining ticket assignment for efficient support operations. A flow defines a sequence of automated actions triggered by specific conditions — making the ticketing process faster, more reliable, and consistent.

USES:

Start countdown timers, escalate overdue tickets, or notify leads when SLA breaches are near.

Activity 1: Create a Flow to Assign operations ticket to certificate group

STEPS:

1) Open service now.

2)Click on All >> search for Flow Designer

3) Click on Flow Designer under Process Automation

4)After opening Flow Designer Click on new and select flow

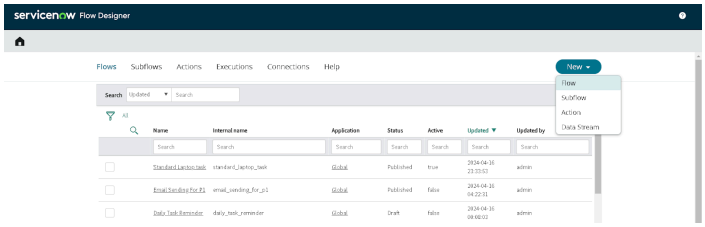
5)Under Flow properties Give

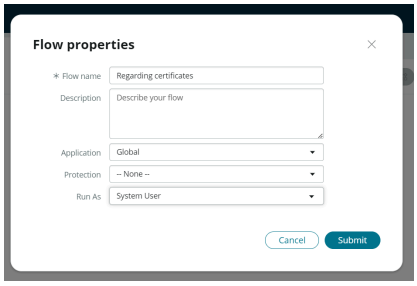
Flow name as “Regarding Certificate”

6)Application should be Global.

7)Select Run user as “ System user ” from that choice

8) Click on Submit.





1)Click on Add a trigger

2)Select the trigger in that Search for “create or update a record” select that

3)Give the table name as

Operations Related.

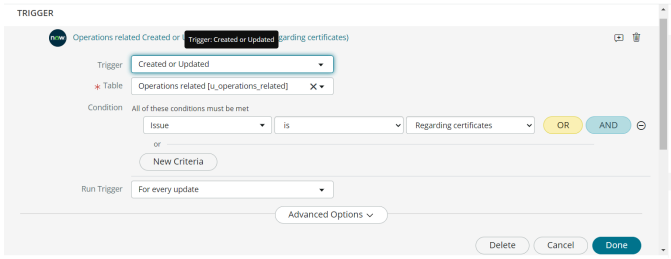
4)Give the Condition as

Field : issue

Operator : is

Value : Regrading Certificates

5)After that click on Done



6)Now under Actions.

7)Click on Add an action.

8)Select action in that search for

“Update record”

9)In Record field drag the fields

from the fields left side

10)Table will be auto assigned After that

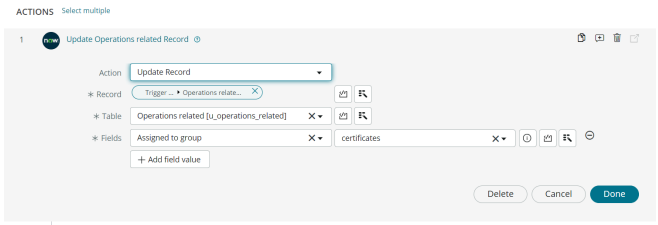
11)Give the field as “ Assigned group

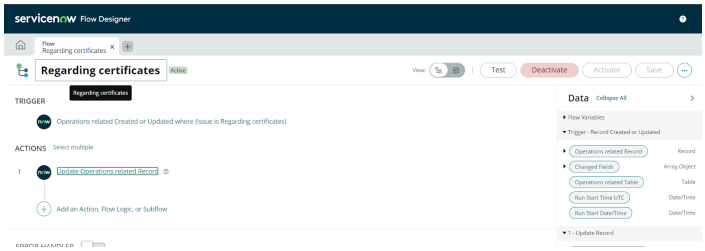
12)Give value as “ Certificates ”

13)Click on Done.

14)Click on Save to save the Flow

15)Click on Activate.





Activity 2: Create a Flow to Assign

Operations tickets to platform group

STEPS:

1) Open service now.

2)Click on All >> search for Flow Designer

3) Click on Flow Designer under process

Automation

4)After opening Flow Designer Click on

new and select flow

5)Under Flow properties Give

Flow name as “Regarding Certificate”

6)Application should be Global

7)Select Run user as “ System user from

that choice.

8) Click on Submit.

1)Click on Add a trigger

2)Select the trigger in that Search for “create or update a record” and select that.

3)Give the table name as Operations related

4)Give the Condition as

Field : issue

Operator : is

Value : Unable to login to platform

5)Click on New Criteria

Field : issue

Operator : is

Value : 404 Error

6)Click on New Criteria

Field : issue

Operator : is

Value : Regrading

7)After that click on Done.

8)Now under Actions.

9)Click on Add an action.

10)Select action in that search for “ Update Record ”.

11)In Record field drag the fields from the data navigation from left side

12)Table will be auto assigned after that

13)Give the field as “ Assigned to group ”.

14)Give value as “ Platform ”.

15)Click on Done.

16)Click on Save to save the Flow.

17)Click on Activate.