Streamlining Ticket Assignment for Efficient Support Operations

Project Report : Streamlining Ticket Assignment for Efficient Support Operations

Team ID : 160599

Category: ServiceNow

Github Link : https://github.com/Kumar-s29/Streamlining-Ticket-Assignment-for-Efficient-Support-Operations

1. Introduction

In large organizations, manual ticket routing often causes delays, incorrect assignments, and wasted resources. This project aims to streamline support operations by **automating ticket assignment** in ServiceNow using **Flow Designer** and **Access Control Lists (ACLs)**. The solution ensures tickets are assigned to the right support groups based on issue type, thereby reducing delays and enhancing customer satisfaction.

2. Objectives

- Automate ticket routing in ServiceNow.
- Assign tickets to the correct support groups based on conditions.
- Ensure secure, role-based access to data.

Improve efficiency and optimize support resource utilization.

3. Methodology & Implementation

3.1 Requirement Analysis

- User and role creation.
- Group setup for different issue categories.
- Table design with relevant fields (e.g., issue, assigned group).
- ACLs to enforce role-based data access.
- Flow Designer automation for ticket routing.

3.2 Project Phases

User & Role Management

- Created users (e.g., Katherine Pierce, Manne Nirajanan).
- Defined roles: *Certification_role*, *Platform_role*.

Group Creation

- Created support groups (*Certificates*, *Platform*).
- Assigned users to groups with appropriate roles.

Table & Column Design

- Built a custom table *Operations related*.
- Added fields: *issue* (choice), *assigned to group*, etc.
- Configured issue choices like *unable to login to platform*, *404 error*, *regarding certificates*, etc.

Access Control (ACLs)

- Restricted read/write access based on roles.
- Ensured unauthorized users couldn't access sensitive data.

Flow Designer Automation

- **Flow 1: Regarding Certificates**
    - Trigger: *issue = regarding certificates*.
    - Action: Assign to *Certificates group*.
- **Flow 2: Regarding Platform**
    - Trigger: *issue = login error, 404 error, user expired*.
    - Action: Assign to *Platform group*.

4. Performance Testing

- Created sample records for each issue type.
- Verified tickets were routed to correct groups.
- Checked ACL enforcement with different role-based users.

Test Results:

- Tickets were accurately assigned.

- Unauthorized users restricted from modifications.
- Groups received only relevant tickets.

5. Key Learnings

Technical Learnings

- Hands-on experience with **ServiceNow Flow Designer**.
- Designing **custom tables, roles, and groups**.
- Implementing **ACLs for secure access control**.
- Configuring **automation workflows** for real-time efficiency.

Personal Learnings

- Improved **problem-solving skills** by translating manual processes into automation.
- Learned **project planning & documentation**.
- Gained exposure to **enterprise ITSM practices**.

6. Conclusion

This project successfully demonstrated the power of automation in ServiceNow. By implementing condition-based ticket assignment, the system ensures faster resolution, secure access, and optimized resource allocation. The solution is **scalable, secure, and practical for enterprise environments**, making it a valuable enhancement for support operation.