PROJECT TITTLE

STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT

Team Id : NM2025TMID16441

Team Members : 3

Team Leader : SILAMBARASAN .R

Team Members : THAMIZHVANAN .M

SANTHOSH .M

Problem Statement:

Current ticket assignment in support teams is often manual and inefficient, leading to delays, uneven workload distribution, and reduced customer satisfaction.

Objective:

Automate and streamline ticket assignment to the right agents.

Skills:

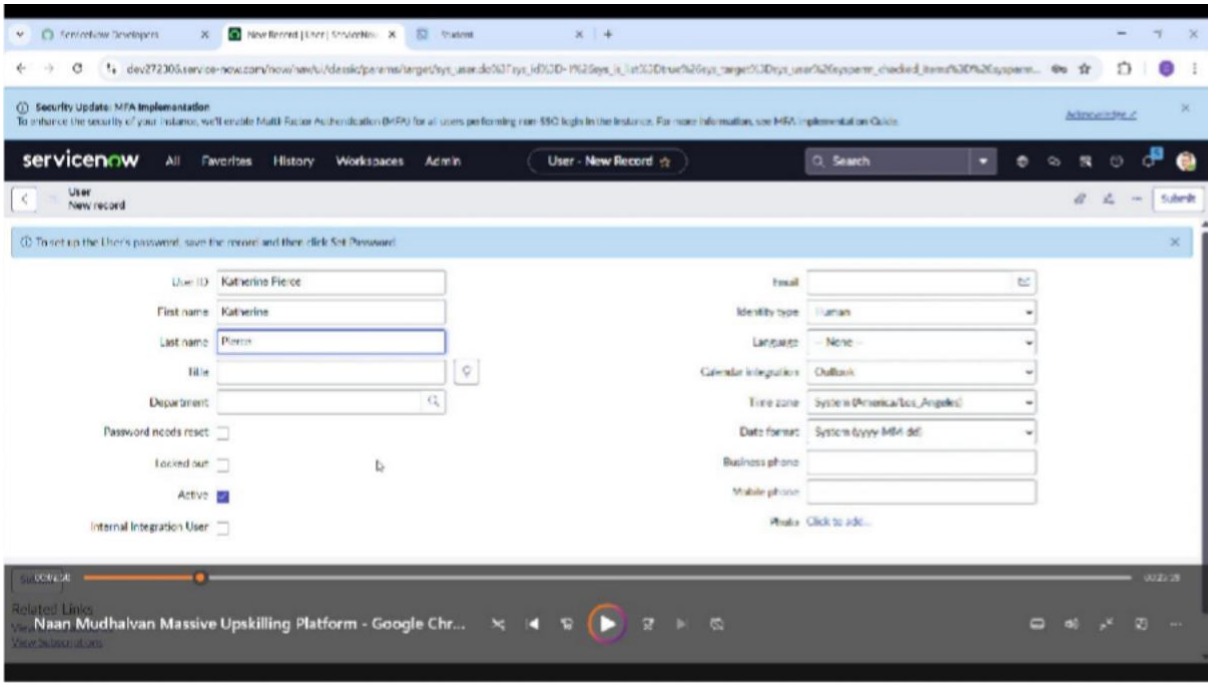
Problem-solving & analytical thinking

TASK INITIATION

Milestone 1: Users Activity 1: Create

Users

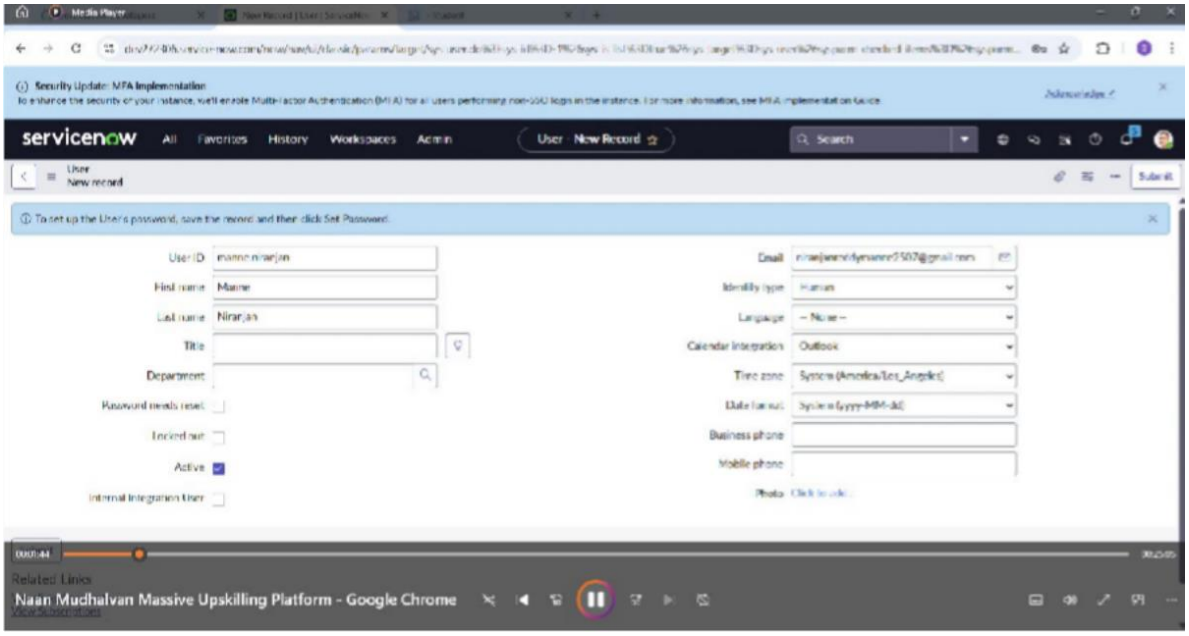
1. Open service now
2. Click on All >> search for users
3. Select Users under system security
4. Click on new
5. Fill the following details to create a new user
6. Click on Submit



Create one more user

7. Create another user with the following details

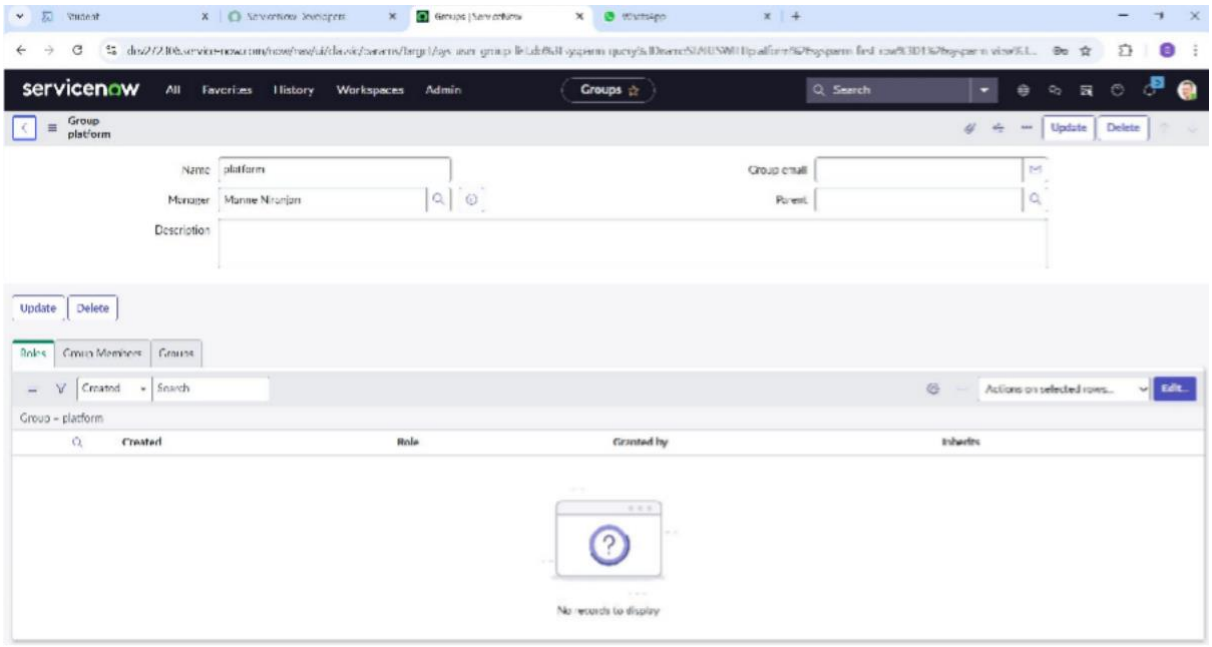
8. Click on submit



Milestone 2 : Groups

Activity 1: Create Groups

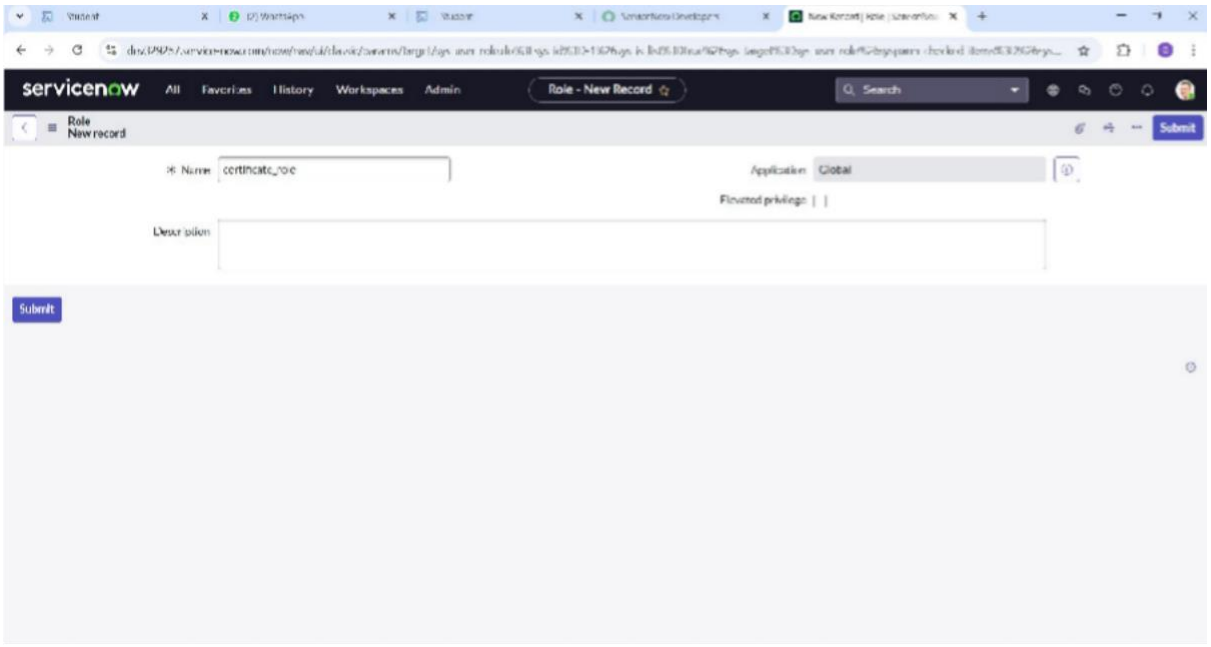
1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group
6. Click on submit



Milestone 3 : Roles

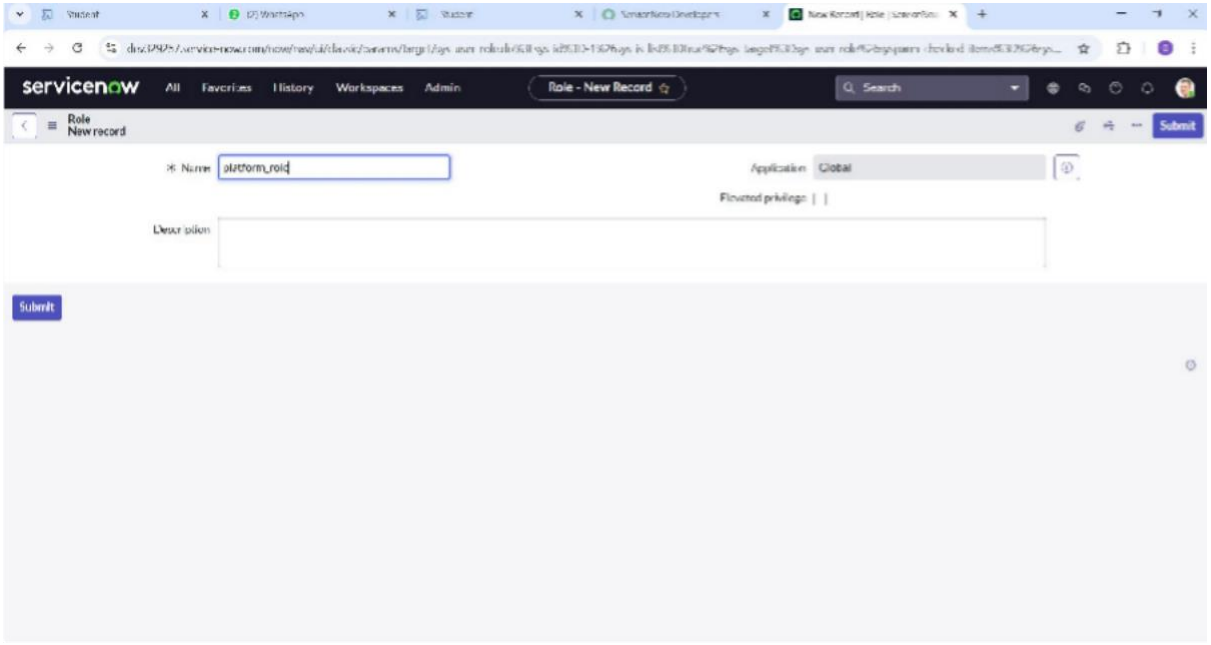
Activity 1: Create roles

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



Create one more role:

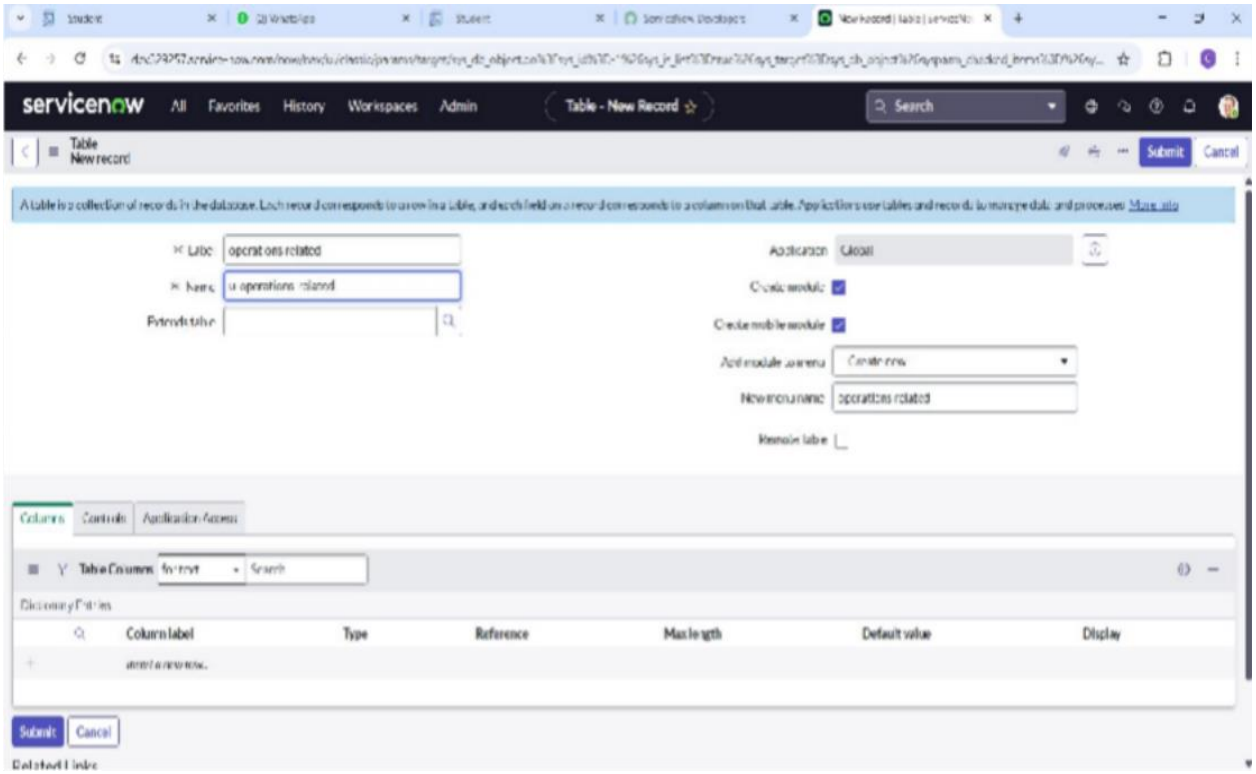
6. Create another role with the following details
7. Click on Submit



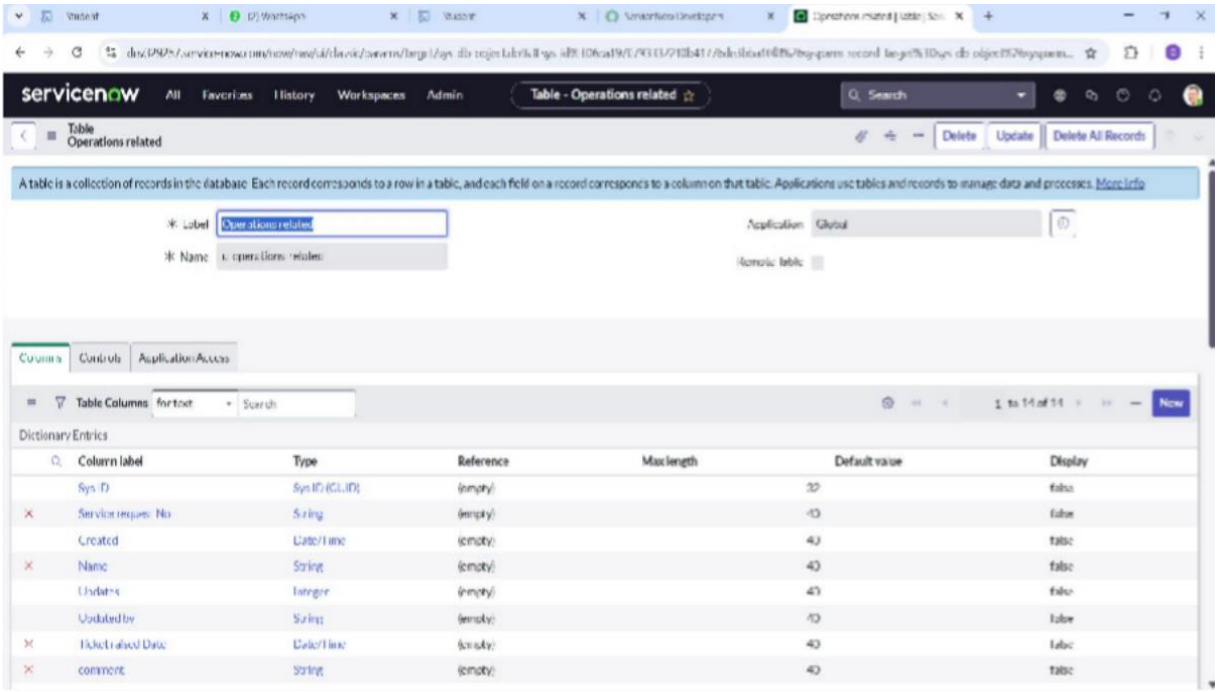
Milestone 4: Table

Activity 1: Create Table

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 : project table
   Check the boxes Create module & Create mobile module
6. Under new menu name : project table
7. Under table columns give the columns

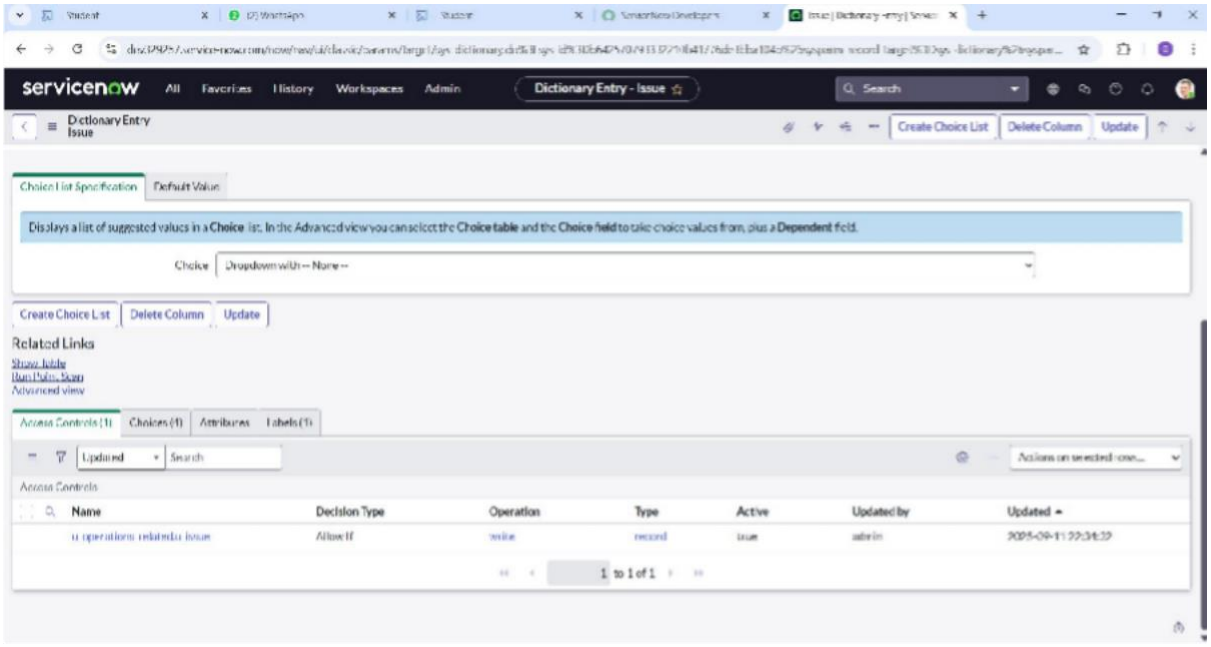


1. Click on submit



Create one more table:

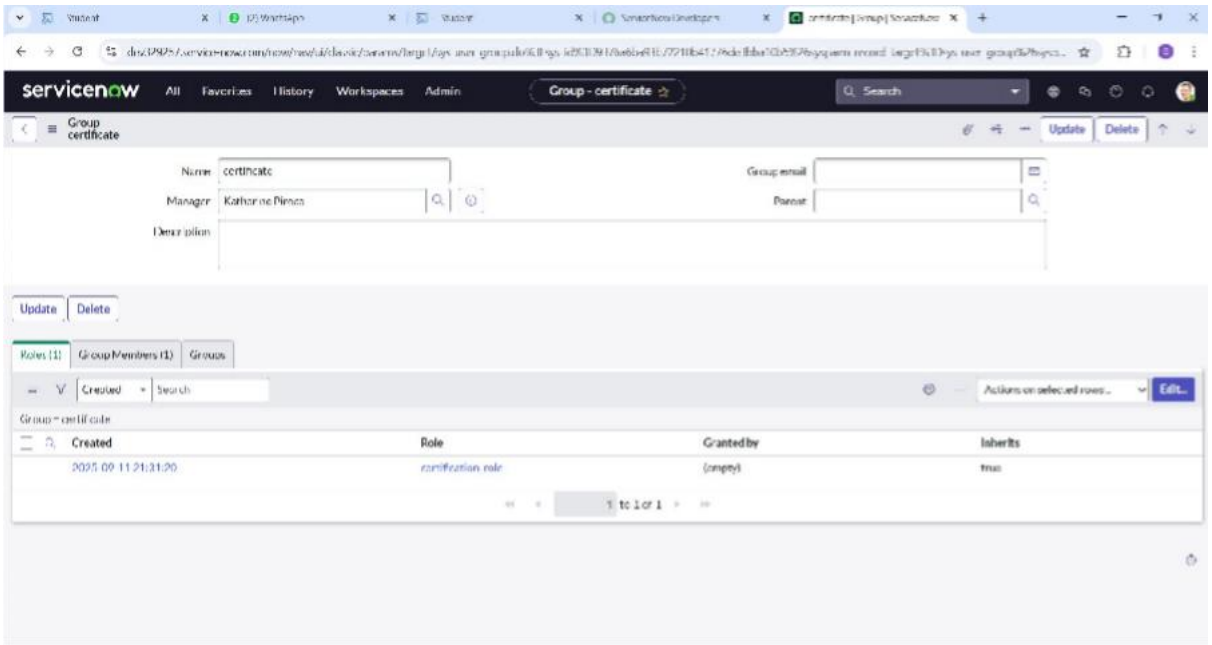
1. Create another table as: task table 2 and fill with following details.
2. Click on submit



Milestone 5: Assign users to groups

Activity: Assign users to project team group

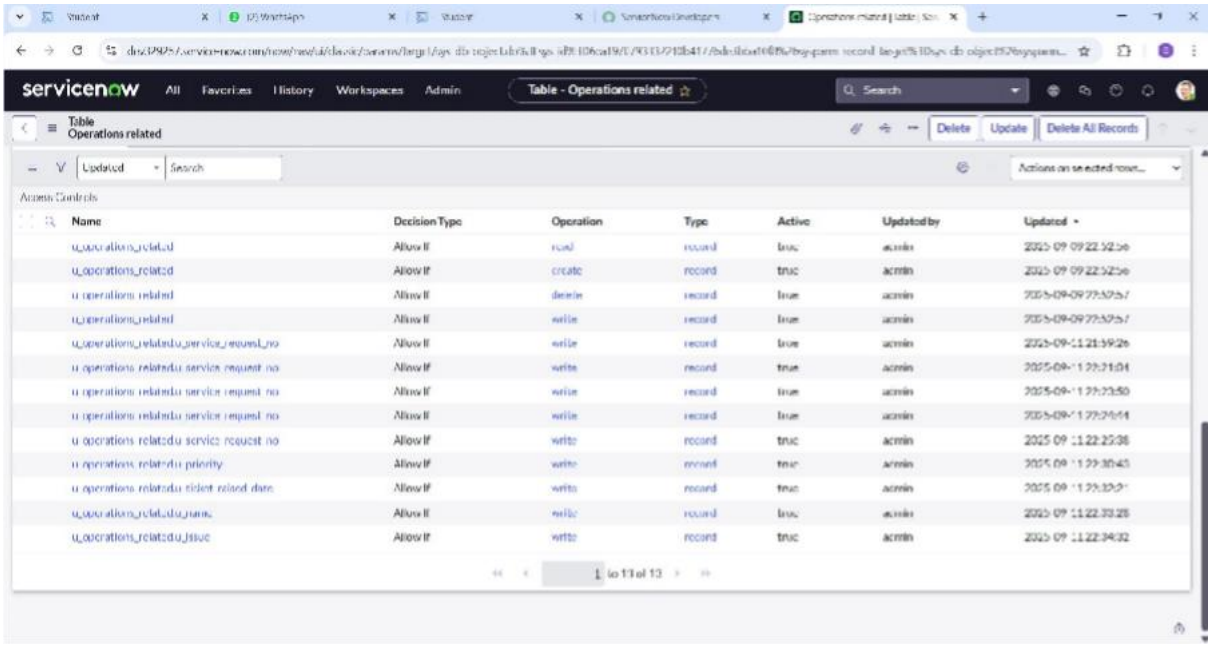
1. Open service now.
2. Click on All >> search for groups
3. Select tables under system definition
4. Select the project team group
5. Under group members
6. Click on edit
7. Select Alice p and bob p and save



Milestone 6: Assign roles to table

Activity: Assign roles to Alice user

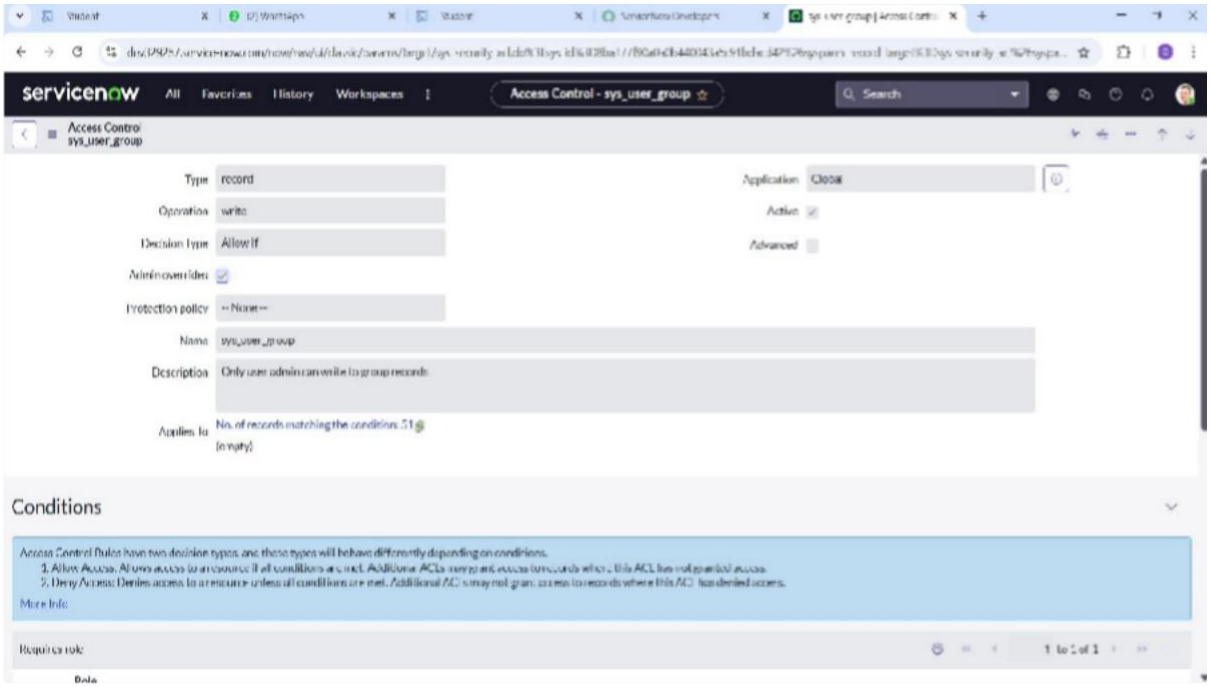
1. Open service now. Click on All >> search for tables
2. Select tables under system definition
3. Select the operations related tables
4. click on the application access
5. Click elevate role
6. click on security admin and click on update
7. give platform role and add certificate role
8. click on save and update the form



Milestone 7: Access control list

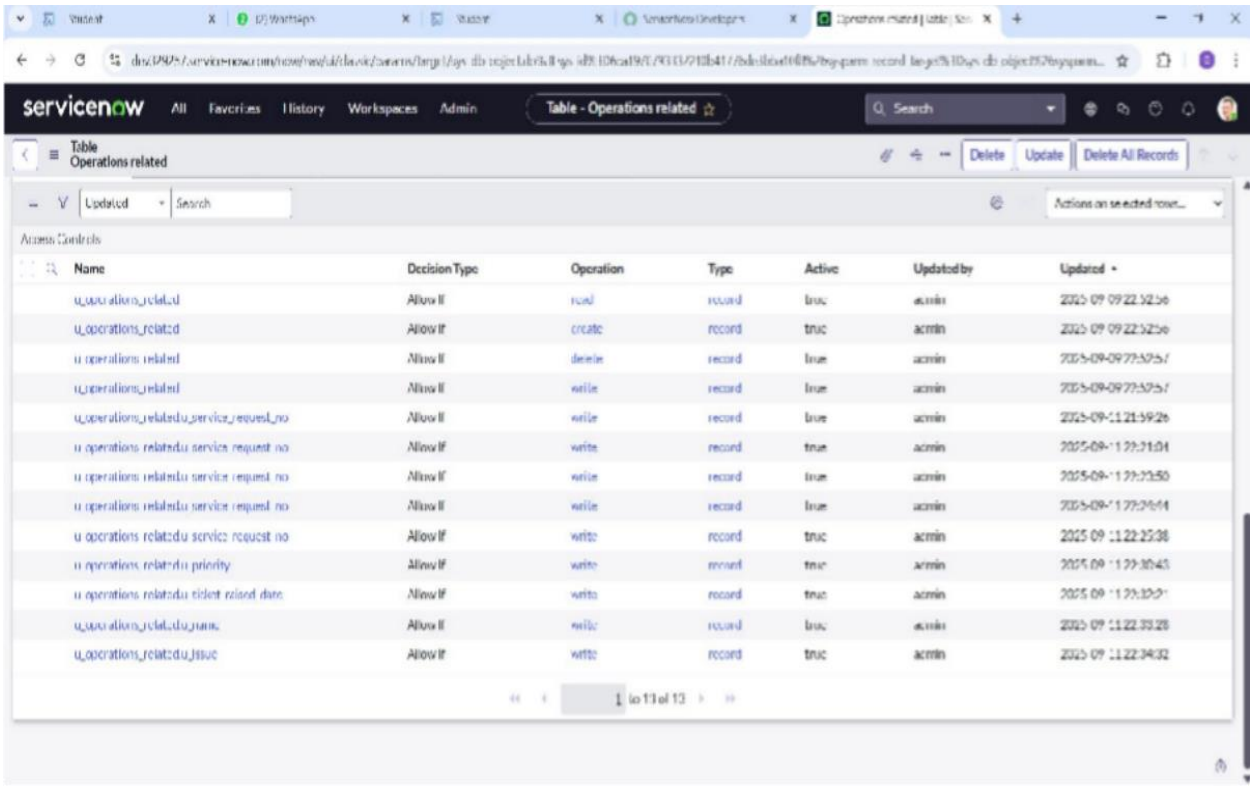
Activity 1: Create ACL

1. Open service now.
2. Click on All >> search for ACL
3. Select Access Control(ACL) under system security
4. Click on elevate role
5. Click on new



1. Fill the following details to create a new ACL
2. Scroll down under requires role
3. Double click on insert a new row
4. Give task table and team member role

5. Click on submit
6. Similarly create 4 act for the following fields

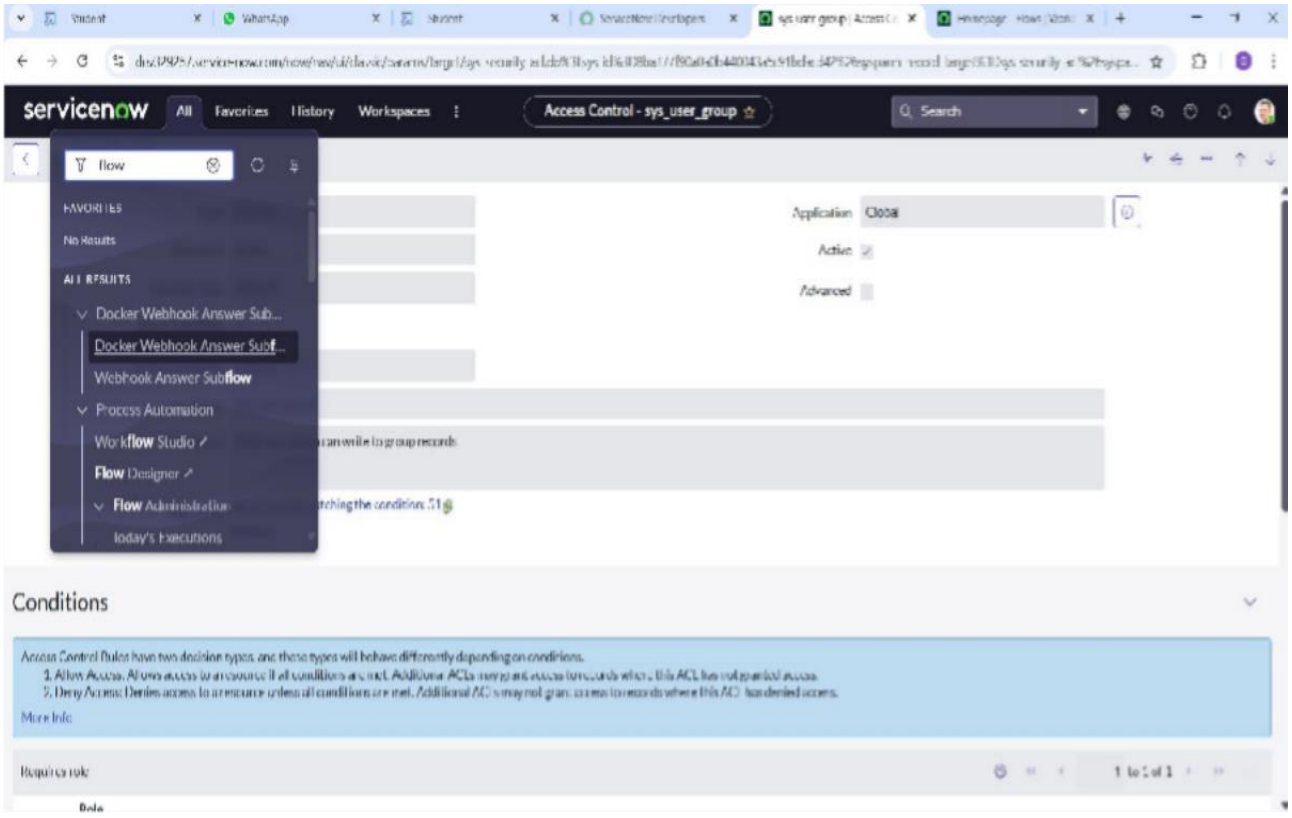


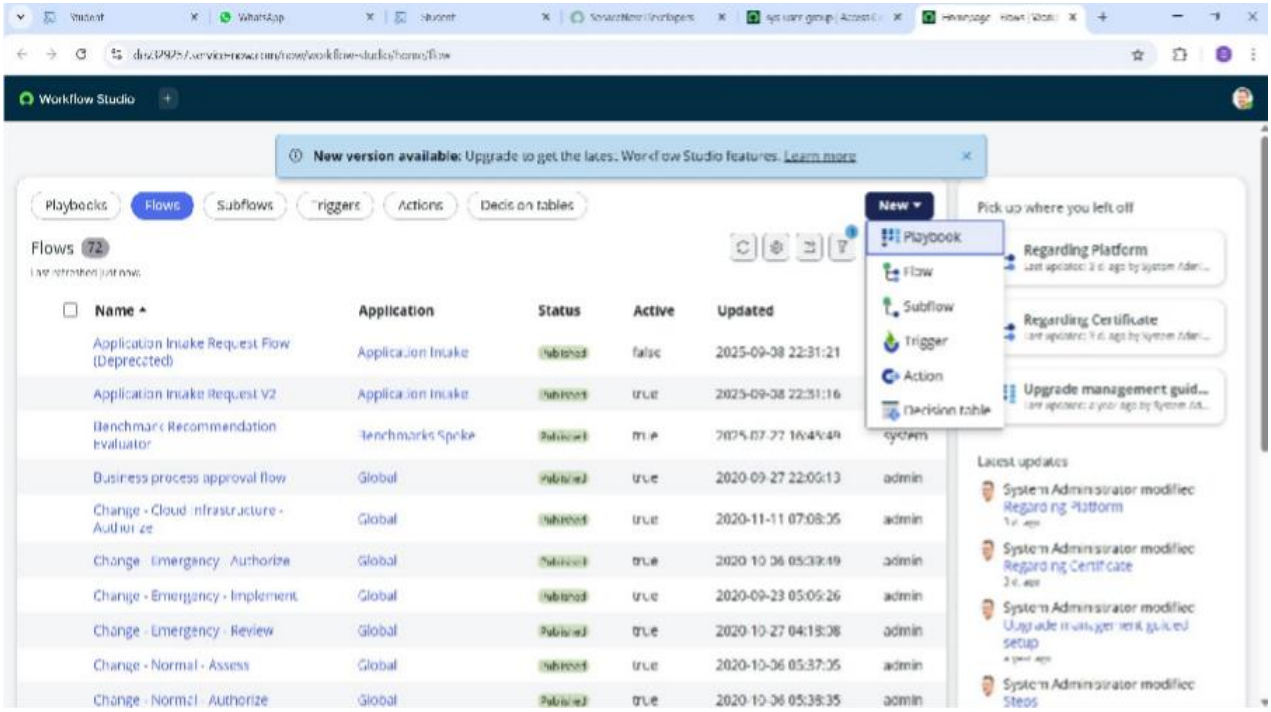
1. Click on profile on top right side
2. Click on impersonate user
3. Select bob user
4. Go to all and select task table2 in the application menu bar
5. Comment and state

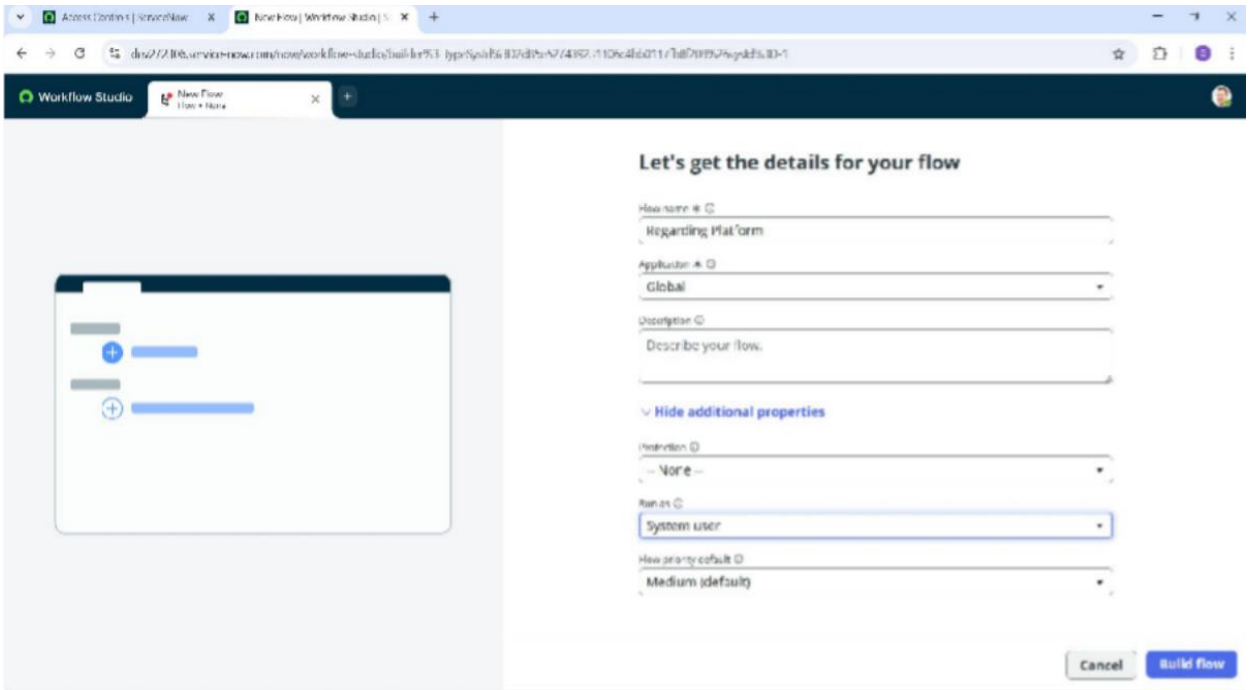
Milestone 8: Flow

Activity 1: Create a Flow to assign operations ticket to group

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 “ task table”.
6. Application should be Global.
7. Click build flow.

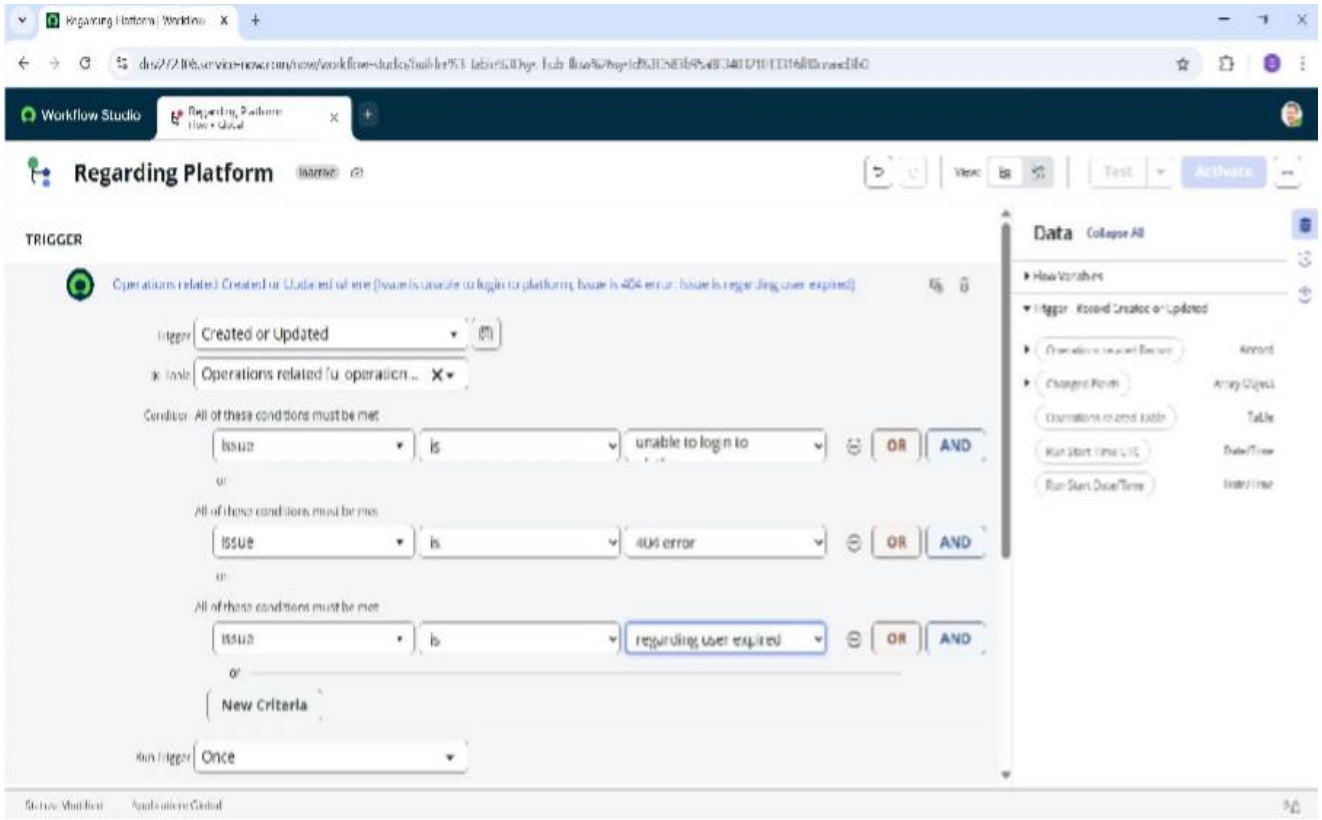






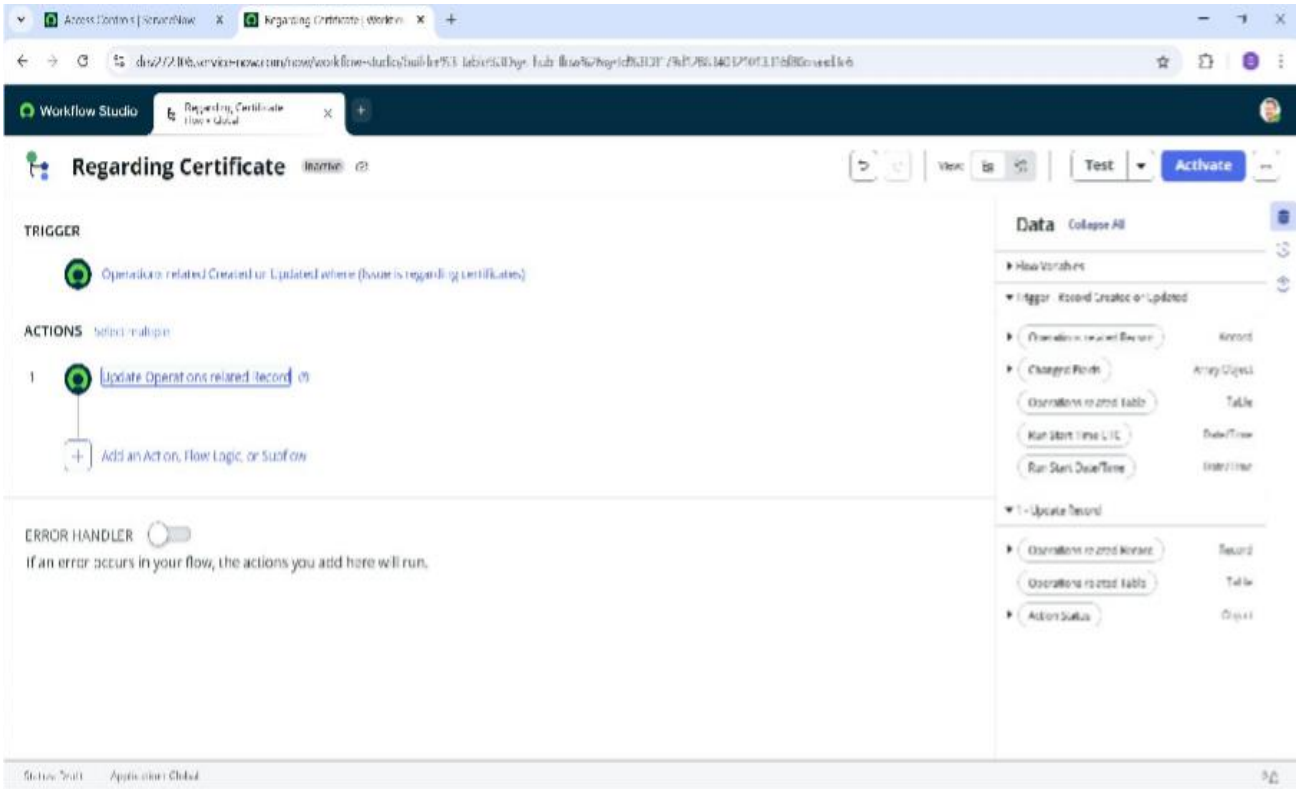
NEXT STEP: 1. Click on Add a trigger

1. Select the trigger in that Search for “create record” and select that.
2. Give the table name as “task table”.
3. Give the Condition as Field : status Operator :is Value : in progress Field : comments Operator :is Value : feedback Field : assigned to Operator :is Value : bob
4. After that click on Done



NEXT STEP:

1. Now under Actions.
2. Click on Add an action.
3. Select action in that, search for “ask for approval”.
4. In Record field drag the fields from the data navigation from Right side
5. Table will be auto assigned after that
6. Give the approve field as “ status”
7. Give approver as Alice p
8. Click on Done.



Click on activate.

Conclusion:

The implementation of the automated ticket routing system at ABC Corporation has been a significant success.