

Streamlining Ticket Assignment for Efficient Support Operations

Project Report: Streamlining Ticket Assignment for Efficient Support Operations

Team ID: 160624

Category: ServiceNow

GitHub Repository Link: <https://github.com/Manasavasireddi/SERVICE-NOW-streamlining-ticket-assignment-for-efficient-support-operations>

1. Introduction

In large organizations, manual ticket routing often leads to delays, incorrect allocations, and inefficient resource use. This project focuses on optimizing ServiceNow support operations through automation of ticket assignments using Flow Designer and Access Control Lists (ACLs). The system ensures tickets are accurately assigned to the appropriate support teams based on issue type, resulting in faster resolutions and improved customer satisfaction.

2. Objectives

- Automate ticket routing within ServiceNow.
- Ensure tickets are directed to correct support groups based on specific conditions.
- Implement secure, role-based access to maintain data integrity.
- Enhance operational efficiency and optimize support resource utilization.

3. Methodology & Implementation

3.1 Requirement Analysis

- Creation of users and roles.
- Establishment of groups for different issue categories.
- Designing tables with necessary fields such as issue type and assigned group.
- Defining ACLs for enforcing role-based access control.
- Configuring Flow Designer to automate ticket routing.

3.2 Project Phases

User & Role Management

Users like Katherine Pierce and Manne Nirajanan were created with specific roles such as Certification_role and Platform_role.

Group Creation

Support groups such as Certificates and Platform were formed, and users were assigned to them with appropriate permissions.

Table & Column Design

A custom table named Operations was built with fields such as issue type and assigned group. Issue choices included options like 'Unable to login to platform,' '404 error,' and 'Regarding certificates.'

Access Control (ACLs)

Access was restricted using ACLs to ensure that only authorized roles could read or modify data, thereby enhancing data security.

Flow Designer Automation

Two key automated flows were implemented:

Flow 1: For issues related to Certificates — Triggered when the issue type is 'Regarding certificates,' automatically assigning the ticket to the Certificates group.

Flow 2: For Platform issues — Triggered for issues like login errors, 404 errors, or user expiration, and automatically routed to the Platform group.

4. Performance Testing

Multiple test tickets were created to validate routing accuracy. ACLs were tested with various user roles to ensure restricted access. Results confirmed that tickets were properly directed to their respective groups and unauthorized users were blocked from making changes.

5. Key Learnings

Technical Learnings

- Practical experience with ServiceNow Flow Designer.
- Designing custom tables, roles, and groups.
- Implementation of ACLs for secure access.
- Workflow automation for real-time ticket routing.

Personal Learnings

- Enhanced analytical thinking by converting manual workflows into automated solutions.
- Improved documentation and project management abilities.
- Gained exposure to enterprise-level IT Service Management (ITSM) practices.

6. Conclusion

This project effectively showcased how automation within ServiceNow can streamline support processes. By utilizing conditional logic and ACL-based control, the system ensures faster ticket resolution, improved security, and better utilization of resources. The solution is scalable, secure, and adaptable, making it ideal for enterprise support operations.