

## INTRODUCTION

In today's fast-moving world, providing quick and helpful customer support is very important. One common challenge for support teams is assigning incoming tickets to the right people. When ticket assignment is done manually or without clear rules, it can cause delays, mistakes, and slow customer service.

Making ticket assignment faster and more organized helps teams work better. It ensures tickets go to the right agents quickly, based on their skills and availability. Using automated routing and smart rules can improve response times, make teams more productive, and help solve customer problems faster.

### **Project overview:**

1. This project aims to improve how support teams handle and assign incoming tickets.
2. Currently, manual ticket assignment can lead to delays mistakes, and frustrated customers.
3. By streamlining the process, tickets will be automatically sent to the right agents.
4. This ensures faster responses and better use of team skills and time
5. The project will use rules, automation, and smart workflows to manage assignments.
6. It will help balance workloads and reduce pressure on individual team members.
7. As a result, customers will receive quicker and more accurate support
8. Overall, the project will make support operations more efficient and reliable

### **Purpose:**

The purpose of this project is to make ticket assignment faster and easier for support teams. Many companies still assign tickets manually, which can cause delays, mistakes, and slow service. This project will help by automatically sending each ticket to the right agent based on their skills and workload.

It will make sure tickets are handled quickly and fairly, so no agent is too busy while others have less work. Automatic ticket assignment will help the team work better and solve customer problems faster. In the end, this project will create a smoother support process and improve customer service.

## **IDEATION PHASE**

### **Problem statement:**

ABC Corporation, a leading technology company, was facing challenges with efficiently assigning support tickets to the appropriate teams. With a vast array of products and services, the support team found it increasingly difficult to manually route tickets to the right groups, leading to delays in issue resolution and customer dissatisfaction.

### **Objective:**

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.

1. The system will quickly route tickets to the right teams, helping to solve issues faster and reduce waiting time.
2. It will improve customer satisfaction by ensuring that customers get faster and more accurate responses to their problems.
3. The automated system will help balance workloads among support teams, making better use of available staff and resources.

## **REQUIREMENT ANALYSIS**

### **Solution Requirement:**

Date	<b>04-11-2025</b>
Team id	NM2025TMID00191
Project name	Streamlining ticket assignment for efficient support operations
Maximum marks	

### **Functional requirements:**

Following are the functional requirements of the proposed solution

<b>FR NO.</b>	<b>Functional requirements(milestones)</b>	<b>Sub requirements (sub milestones)</b>

FR-1	USERS	Create Users create users (manne niranjan and Katherine pierce)
FR-2	GROUPS	Create Groups. create groups (certificates and platform group)
FR-3	ROLES	Create Roles create Roles (certificates role and platform role)
FR-4	TABLE	Create Table create table (operations related) and add the data
FR-5	ASSIGN ROLES&USER GROUPS	<ul style="list-style-type: none"> <li>• Assign roles &amp; users to Certificate group</li> <li>• Assign roles &amp; users to platform group</li> </ul>
FR-6	ASSIGN ROLE TO TABLE	Assign role to table add group members and roles
FR-7	CREATE ACL	Create ACL insert new roles in read the write operations
FR-8	FLOW	<ul style="list-style-type: none"> <li>† Create a Flow to Assign operation &amp; Ticket group</li> <li>† Create a Flow to Assign operation &amp; Ticket to platform group</li> </ul>
FR-9	CONCLUSION	Streamlining Ticket Assignment in service now improves support operations

## **Non-functional Requirements:**

Following are the non-functional Requirements of proposed solution

FR NO.	NON-FUNCTIONAL REQUIREMENTS	DESCRIPTION
NFR-1	USABILITY	makes support operations faster by sending each issue to the right team quickly. It helps reduce mistakes by matching tickets with the right experts.
NFR-2	SECURITY	helps keep support data secure by limiting who can see and handle each ticket. This protects customer privacy and builds trust in the support process.
NFR-3	RELIABILITY	ensures tickets are consistently directed to the right teams, reducing errors and delays. This reliability helps support teams solve issues faster and more effectively
NFR-4	PERFORMANCE	improves performance by speeding up how quickly issues reach the right team. This leads to faster problem resolution and better overall support efficiency.
NFR-5	AVAILABILITY	Streamlining ticket assignment ensures support teams are always ready to handle incoming issues without delay. This improves availability and helps customers get help whenever they need it.
NFR-6	SCALABILITY	allows the support system to handle more requests as the company grows. This makes it easy to add new teams and manage higher ticket volumes without slowing down.

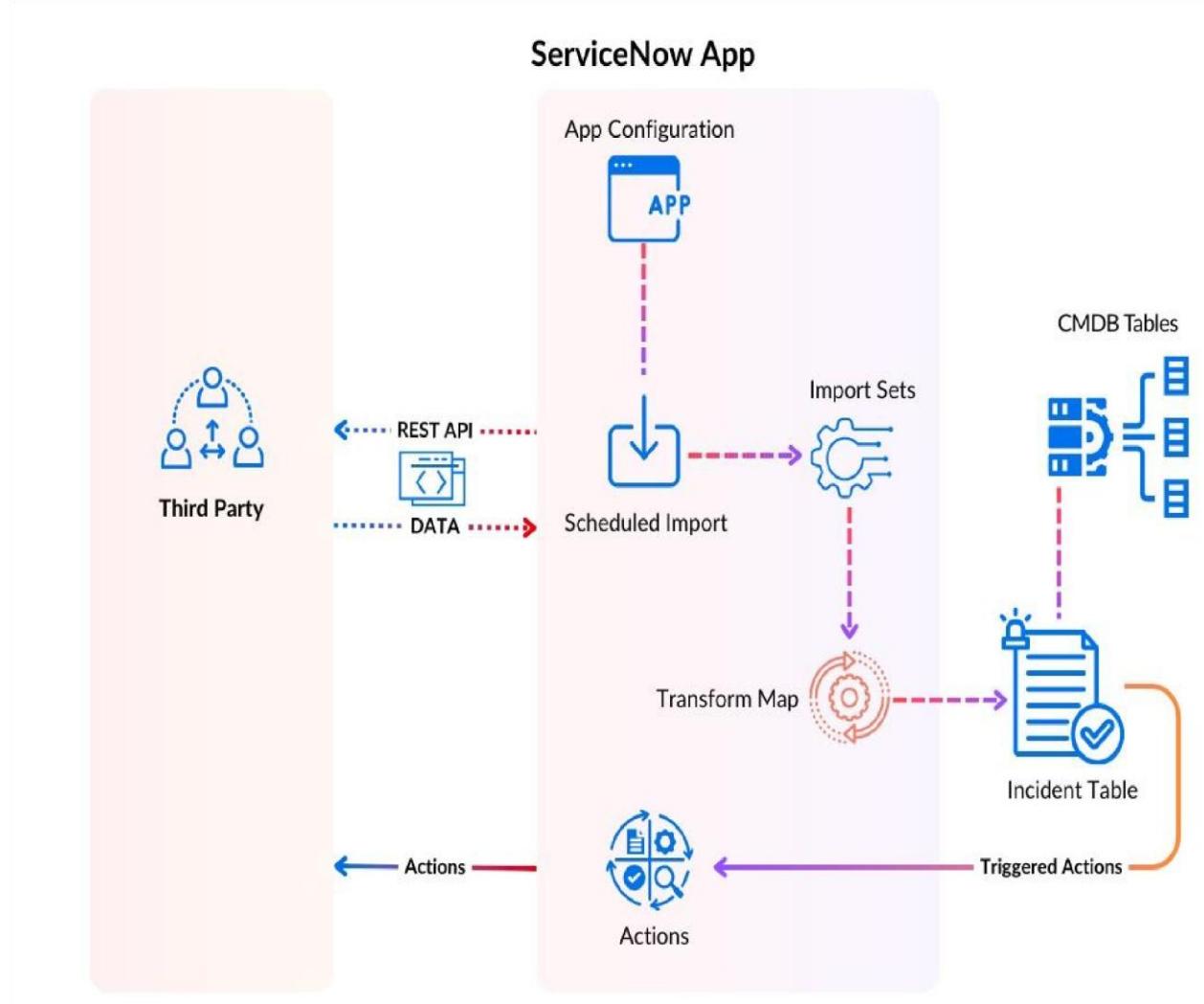
## **Data flow Diagram:**

**CREATE ACL**

**FLOW**

**TABLE**

**Technology stack:**



## PROJECT DESIGN:

**Proposed solution:**

SL.NO	PARAMETER	DESCRIPTION
1	Problem statement (problem to be solved )	Manual ticket assignment is slow and inefficient, causing delays and lower customer satisfaction. We need a faster, automated way to assign tickets to the right support agents based on their skills, workload, and ticket priority.
2	Idea/solution description	Use an automated ticket assignment system that quickly matches incoming tickets to the right support agents based on their skills, availability, and ticket priority. This will speed up response times, balance workloads, and improve customer satisfaction
3	Novelty/uniqueness	The unique aspect of this solution is the smart, automated matching of tickets to agents using real-time data like skills, workload, and ticket priority. Unlike basic assignment methods, it can adapt instantly to changes, ensuring faster, fairer, and more accurate ticket distribution.
4	Social impact/customer satisfaction	helps customers get faster, more accurate support, which increases their satisfaction and trust in the service. It also reduces stress and overload for support agents, creating a better work environment and improving overall team performance.
5	Business model/revenue model)	The solution can be offered as a subscription-based software (SaaS), where businesses pay monthly or yearly fees based on the number of users or tickets handled. Additional revenue can come from premium features like advanced reporting, AI-based routing, and system customization.
6	scalability of the solution	The solution can easily grow with the business by handling more tickets, agents, and support teams without losing speed or accuracy. It can be used by small teams or large organizations and can integrate with existing support tools to support future expansion.

## STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

### MILESTONE -1 USERS

## ACTIVITY 1:create Users

### PURPOSE:

User creation helps set up profiles for support agents with their skills, availability, and roles. This makes it easier to quickly assign tickets to the right person, improving support speed and customer satisfaction.

### USES

User creation saves key details about each support agent, like their skills and availability. This helps the system quickly assign tickets to the right agent, making support faster and more efficient

### STEPS:

- 1.Open service now.
  - 2.Click on All >> search for user
  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

The screenshot shows the 'User - New Record' page in the ServiceNow interface. The page has two main sections: 'User' and 'System'. In the 'User' section, fields include: User ID (set to 'miranee\_miranee'), First name ('miranee'), Last name ('miranee'), Title (''), Department (''), Password needs reset (unchecked), Locked out (unchecked), Active (checked), Web service access only (unchecked), and Internal Integration User (unchecked). Below these are 'Related Links' for 'View linked accounts' and 'View Subscriptions'. In the 'System' section, fields include: Email ('miraneereddymanne2507@gmail.com'), Language ('None'), Calendar integration ('Outlook'), Time zone ('System (America/Los\_Angeles)'), Date format ('System (yyyy-MM-dd)'), Business phone (''), Mobile phone (''), and Photo ('Click to add...'). At the bottom are 'Submit' and 'Cancel' buttons.

This screenshot shows the same 'User - New Record' page as the first, but with different data entered. The 'User' section now has 'User ID' set to 'battlerne', 'First name' ('battlerne'), 'Last name' ('battlerne'), 'Title' (''), 'Department' (''), and all other checkboxes and links remain the same. The 'System' section also remains identical to the first screenshot, with all fields filled as before. The 'Submit' and 'Cancel' buttons are at the bottom.

## MILESTONE -2 GROUPS

### ACTIVITY 1: create Groups

### PURPOSE:

Group creation helps organize support agents into teams based on their skills, departments, or ticket types. This makes it easier to assign tickets to the right team, improving ticket handling speed and ensuring the right experts work on the right issues.

### **USES:**

Group creation helps organize support agents into teams based on skills or departments. This makes it easier to quickly assign tickets to the right team, improving support speed, workload balance, and overall efficiency.

### **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

ServiceNow Developers | New Record | Group | ServiceNow

servicenow All Favorites History Workspaces Admin

Group - New Record

Name: certificates

Manager: katherine.pierce

Description:

Submit

ServiceNow Developers | New Record | Group | ServiceNow

servicenow All Favorites History Workspaces Admin

Group - New Record

Name: platform

Manager: manne.niranjan

Description:

Submit

## **MILESTONE -3 ROLES**

### **ACTIVITY 1: Create Roles**

#### **PURPOSE:**

Roles creation defines what each user can do in the system, such as managing tickets, handling specific tasks, or overseeing teams. It helps control access, organize responsibilities, and ensure the right people have the right permissions to keep the support process smooth and secure.

### **USES:**

Roles creation helps assign specific permissions and responsibilities to each user. It ensures that agents, team leads, and managers can only access the features they need, making the ticket assignment process organized, secure, and efficient.

**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

The screenshot shows the ServiceNow Role creation interface. The top navigation bar includes 'Role - certification\_role'. The main form has fields for 'Name' (set to 'certification\_role'), 'Application' (set to 'Global'), and 'Elevated privilege' (unchecked). The 'Description' field contains the text 'can deal with certification issues'. Below the form are tabs for 'Contains Roles', 'Applications with Role', 'Modules with Role', and 'Custom Tables'. A search bar and a 'New' button are also present. The bottom of the screen shows a Windows taskbar with various icons.

**MILESTONE -4 TABLE****ACTIVITY-1 Creating Table****PURPOSE:**

Table creation is used to store, organize, and display important data like user details, ticket information, groups, and roles in a clear and structured way. This helps the system easily manage and track tickets, making the assignment process faster, more accurate, and easier to control.

**USES:**

Table creation helps store and organize data like users, tickets, groups, and roles. It makes it easy to manage, track, and quickly assign tickets to the right agents or teams.

**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 : Operations related

7.Under table columns give the columns

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

The screenshot shows a database management interface with two main sections: 'Table Operations related' and 'Access Controls (13)'.

**Table Operations related:**

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

**Access Controls (13):**

Name	Decision Type	Operation	Type	Active	Updated by	Update
u_operations_related	Allow If	delete	record	true	admin	2025-03:11:11
u_operations_related	Allow If	read	record	true	admin	2025-03:10:3
u_operations_related	Allow If	write	record	true	admin	2025-03:10:3
u_operations_related	Allow If	create	record	true	admin	2025-03:10:3
u_operations_related	Allow If	create	record	true	admin	2025-03:10:3
u_operations_related	Allow If	write	record	true	admin	2025-03:11:1
u_operations_related	Allow If	read	record	true	admin	2025-03:11:1
u_operations_related	Allow If	delete	record	true	admin	2025-03:10:3
u_operations_related.u_issue	Allow If	create	record	true	admin	2025-03:17:1
u_operations_related.u_name	Allow If	create	record	true	admin	2025-03:16:2
u_operations_related.u_priority	Allow If	create	record	true	admin	2025-03:16:3
u_operations_related.u_service_request_no	Allow If	create	record	true	admin	2025-03:04:0
u_operations_related.u_ticket_raised_date	Allow If	create	record	true	admin	2025-03:15:3

## MILESTONE -5 ASSIGN ROLES & USERS TO GROUP

### ACTIVITY-1 Assign roles & users to certificate group

#### PURPOSE:

Assigning roles and users to a certificate group helps make sure the right people handle the right tickets. It ensures tickets go to qualified agents quickly and safely.

#### USES:

It helps the system automatically send specific tickets to the right certified agents or teams, making ticket assignment faster, more accurate, and handled by qualified people.

#### STEPS:

- 1.Open service now.
- 2.Click on All >> search for tables
- 3.Select tables under system definition
- 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

The screenshot shows the ServiceNow web interface for creating a new group. The top navigation bar includes links for ServiceNow Developers, Gmail, YouTube, Maps, and Adobe Acrobat. The main title is "Group - certificates". The form fields are as follows:

- Name: certificates
- Manager: katherine pierce
- Description: (empty)
- Group email: (empty)
- Parent: (empty)

At the bottom of the form, there are "Update" and "Delete" buttons. Below the form, a table displays the group's details:

Roles (1)	Group Members (1)	Groups	
Created	Search	Actions on selected rows... Edit...	
Group = certificates			
Created	Role	Granted by	Inherits
2025-06-25 00:08:13	certification_role	(empty)	true

The status bar at the bottom shows the date as 25-06-2025 and the time as 12:38. The taskbar includes icons for Finance headline, US consumer se..., Search, File Explorer, WhatsApp, Google Photos, Edge, Instagram, and Cortana.

## ACTIVITY -2 Assign roles & users to platform group

### PURPOSE:

Assigning roles and users to a platform group helps organize agents based on the platforms or tools they support. This ensures tickets related to specific platforms are quickly assigned to the right experts, improving accuracy and response time.

### USES:

It helps the system automatically send platform-specific tickets to the right agents who are trained for that platform, making ticket assignment faster, more accurate, and efficient.

T shirt

### 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 role
- 9.give platform role and save

The screenshot shows a ServiceNow browser window with the URL [https://dev277546.service-now.com/nav/uiclassic/params/target/sys\\_user\\_group.do?sys\\_id=3D8badb29ac3da26507461173e4013102&sysparm\\_record\\_rows=3D14%26sysparm\\_record\\_target...](https://dev277546.service-now.com/nav/uiclassic/params/target/sys_user_group.do?sys_id=3D8badb29ac3da26507461173e4013102&sysparm_record_rows=3D14%26sysparm_record_target...). The page title is "Group - platform".  
The main form fields are:

- Name: platform
- Manager: manne niranjan
- Description: (empty)
- Group email: (empty)
- Parent: (empty)

  
Below the form, there are "Update" and "Delete" buttons.  
A modal dialog at the top says: "Job to add or remove role(s) from user(s) of group has been queued".  
Under the "Roles" tab, there is a table with one row:

Created	Role	Granted by	Inherits
2025-06-25 00:10:37	platform_role	(empty)	true

At the bottom of the screen, the Windows taskbar shows various icons and the date/time: 25-06-2025, 12:40.

## MILESTONE-6 ASSIGN ROLE TO TABLE

### ACTIVITY-1 Assign role to table

## PURPOSE:

Assigning roles to a table helps control who can view, edit, or manage the information in that table. It ensures that only the right users with proper permissions can access or update ticket, user, or group data, keeping the system organized, secure, and efficient.

## USES:

It controls who can see or update the table data, making sure only the right people can manage tickets, users, or groups. This keeps the ticket assignment process safe, organized, and efficient.

## 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 read operation
6. Click 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 operation
15. Under Requires role
16. Double click on insert a new row
17. Give platform role
18. And add certificate role

The screenshot shows the 'Access Control - New Record' page in ServiceNow. The main form has the following fields:

- Type: record
- Operation: write
- Decision Type: Allow If
- Active: checked
- Admin overrides: checked
- Protection policy: None
- Name: (empty field)
- Description: (empty field)
- Applies To: Not a valid table name (dropdown menu with 'None' option)
- Buttons: Add Filter Condition, Add OR Clause

A blue header bar displays a warning: "Warning: A role, security attribute, data condition, script or ACL control via reference fields is required to properly secure access with this ACL." Below the main form is a 'Conditions' section with a note about decision types and a 'More Info' link.

## MILESTONE-7 CREATE ACL

### ACTIVITY-1 Create ACL

#### PURPOSE:

Creating an ACL (Access Control List) helps set rules about who can view, create, edit, or delete specific data. This keeps the ticket assignment process secure by making sure only authorized users can access or change important information.

#### USES:

Creating an ACL helps control user access to tickets, tables, and other system data. It makes sure only the right people can view or update information, keeping the ticket assignment process secure and well-managed.

#### 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 fields

The screenshot shows the ServiceNow Access Control interface for the 'u\_operations\_related' table. The 'Conditions' section is expanded, displaying two types of access rules: 'Allow Access' and 'Deny Access'. Under 'Requires role', three roles are listed: 'u\_operations\_related\_user', 'platform\_role', and 'certification\_role'. The status bar at the bottom indicates the date as 25-06-2025 and the time as 13:45.

## MILESTONE -8 FLOW

### ACTIVITY-1 Create a Flow to Assign operations ticket to group

#### PURPOSE:

Purpose of Creating a Flow to Assign Operations Ticket to Group: The purpose is to automate the process of directing operations-related tickets to the right support group.

#### USES:

It automatically routes operations tickets to the correct group, speeding up ticket handling and improving support efficiency.

**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 : 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 data navigation from left side
- 10.Table will be auto assigned after that
- 11.Give the field as “ Assigned to group ”
- 12.Give value as “ Certificates ”
- 13.Click on Done.
- 14.Click on Save to save the Flow.
- 15.Click on Activate.

The screenshot shows the ServiceNow Workflow Studio interface. At the top, there are three tabs: 'ServiceNow Developers', 'ServiceNow', and 'regarding certificates | Workflow'. Below the tabs, the URL is dev277546.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys\_id%26sysId%3D7036db9ac35e2650746f1173e40131c3. The main area is titled 'regarding certificates' and shows a flow diagram. The flow consists of a trigger 'operations related Created where (issue is regarding certificates)' and one action 'Update operations related Record'. An 'ERROR HANDLER' section is present but disabled. On the right, a sidebar titled 'Data' lists various variables: 'operations related Record' (Record), 'operations related Table' (Table), 'Run Start Time UTC' (Date/Time), 'Run Start Date/Time' (Date/Time), '1 - Update Record' (Record), 'operations related Table' (Table), and 'Action Status' (Object). At the bottom, the status bar shows 'Status: Published' and 'Application: Global'. The taskbar at the bottom of the screen includes icons for weather (29°C, Partly sunny), search, file, settings, and other system functions.

## ACTIVITY-2 Create a Flow to Assign operations ticket to Platform

### PURPOSE:

To automatically assign operations tickets to the right platform experts, ensuring faster and accurate support.

### USES:

It routes operations tickets to the correct platform specialists automatically, improving response time and support accurate

### 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 Platform ”.
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 User expired

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.

ServiceNow Developers x | ServiceNow x | regarding platform | Workflow x +

dev277546.service-now.com/naw/workflow-studio/builder%3Fable%3Dsys\_hub\_flow%26sysld%3D5dd75f9ac35e2650746f1173e40131cd

Gmail YouTube Maps Adobe Acrobat All Bookmarks

Workflow Studio regarding certificates Flow • Global regarding platform Flow • Global

regarding platform (inactive)

Action Update Record

Action Inputs

- \* Record Trigger... operations related... X
- \* Table operations related [u\_operations... X▼
- \* Fields assigned to group X▼ platform X▼

+ Add field value

Delete Cancel Done

Add an Action, Flow Logic, or Subflow

DATA Data Collapse All

Flow Variables

Trigger - Record Created

- operations related Record Record
- operations related Table Table
- Run Start Time UTC Date/Time
- Run Start Date/Time Date/Time

1 - Update Record

- operations related Record Record
- operations related Table Table
- Action Status Object

ERROR HANDLER

Status: Modified Application: Global

Sports headline Oklahoma City T... 2△

ENG IN 14:16 25-06-2025

## PROJECT PLANNING & SCHEDULING:

Assigned task to the group members are shown below

Note: Request you to please click on "Tick mark ✓" after assigning the activities for each milestone.

Assign Roles & Responsibilities to Team

[→ Proceed to Workspace](#)

Users	Create Users	x Yalla Dhilleeswari		
Groups	Create Groups	x Yalla Dhilleeswari		
Roles	Create roles	x Uppada Lalitha		
Table	Create Table	x Thadangi Susmitha		
Assign roles & user	Assign roles & user	x Uppada Lalitha		
Assign roles & user	Assign roles & user	x Thadangi Susmitha		
Assign role to tab	Assign role to tab	x Sidipilli Mounika		
Create ACL	Create ACL	x Sidipilli Mounika		
Flow	Create a Flow to /	x Sidipilli Mounika		
Flow	Create a Flow to /	x Sidipilli Mounika		

ADD

<b>Functional requirements</b>	<b>User story</b>	<b>No.of activities</b>	<b>Team members</b>
Users	As an admin,I want to create user profiles with details like name, skills, availability, and role,So that the system can automatically assign tickets to the right support agents quickly and accurately.	1	Manimaran S
Groups	As an admin,I want to create groups based on skills, departments, or ticket types,So that tickets can be quickly assigned to the right team for faster and more efficient support.	1	Manimaran S
Roles	As an admin,I want to create roles with specific permissions and responsibilities,So that users can access only the features and data they need to perform their tasks efficiently and securely.	1	Mathavan S
Tables	As an admin,I want to create tables to store and organize data like users, groups, roles, and tickets,So that the system can easily manage and quickly access the information needed for efficient ticket assignment.	1	Ganesan B
Assign roles & users to groups	As an admin,I want to assign specific roles and users to appropriate groups,So that tickets can be automatically routed to the right teams and handled by qualified agents quickly and efficiently.	2	Azhaguraj V
Assign role to table	As an admin,I want to assign specific roles to tables,So that only authorized users can view, edit, or manage the data, ensuring secure and organized ticket assignment operations.	1	Manimaran S
Create ACL	As an admin,I want to create Access Control Lists (ACLs) that define who can access or modify different parts of the system,So that ticket assignment and support data remain secure and only authorized users can make changes	1	Mathavan S
Flow	As an admin,I want to create automated workflows that guide how tickets are assigned and processed,So that tickets move smoothly to the right agents or teams without delays, improving support efficiency.	2	Ganesan B

## **FUNCTIONAL AND PERFORMANCE TESTING**

### **MILESTONE -8 FLOW**

#### **ACTIVITY-1 Create a Flow to Assign operations ticket to group**

##### **PURPOSE:**

Purpose of Creating a Flow to Assign Operations Ticket to Group: The purpose is to automate the process of directing operations-related tickets to the right support group.

##### **USES:**

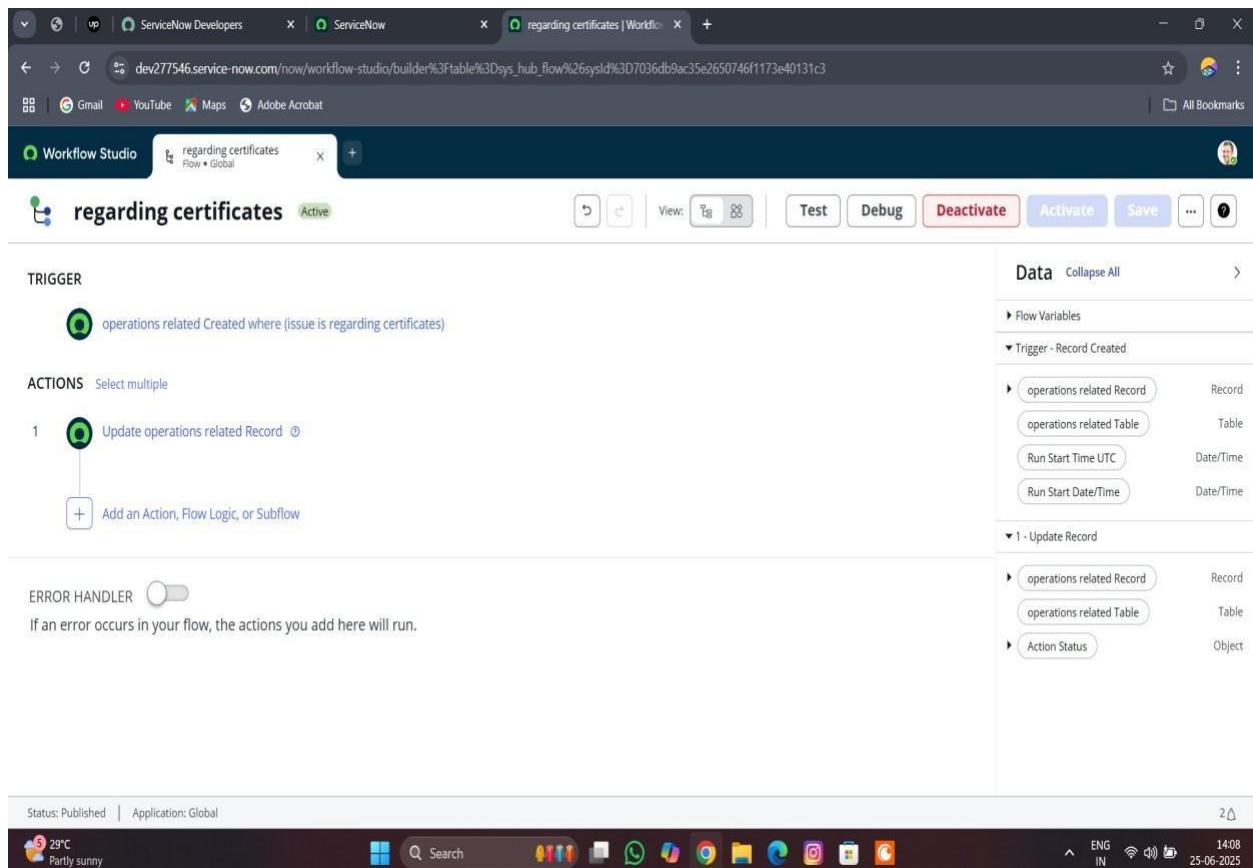
It automatically routes operations tickets to the correct group, speeding up ticket handling and improving support efficiency.

##### **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 : 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 data navigation from left side
- 10.Table will be auto assigned after that
- 11.Give the field as “ Assigned to 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 ticket to Platform

### PURPOSE:

To automatically assign operations tickets to the right platform experts, ensuring faster and accurate support.

### USES:

It routes operations tickets to the correct platform specialists automatically, improving response time and support accurate

### STEPS:

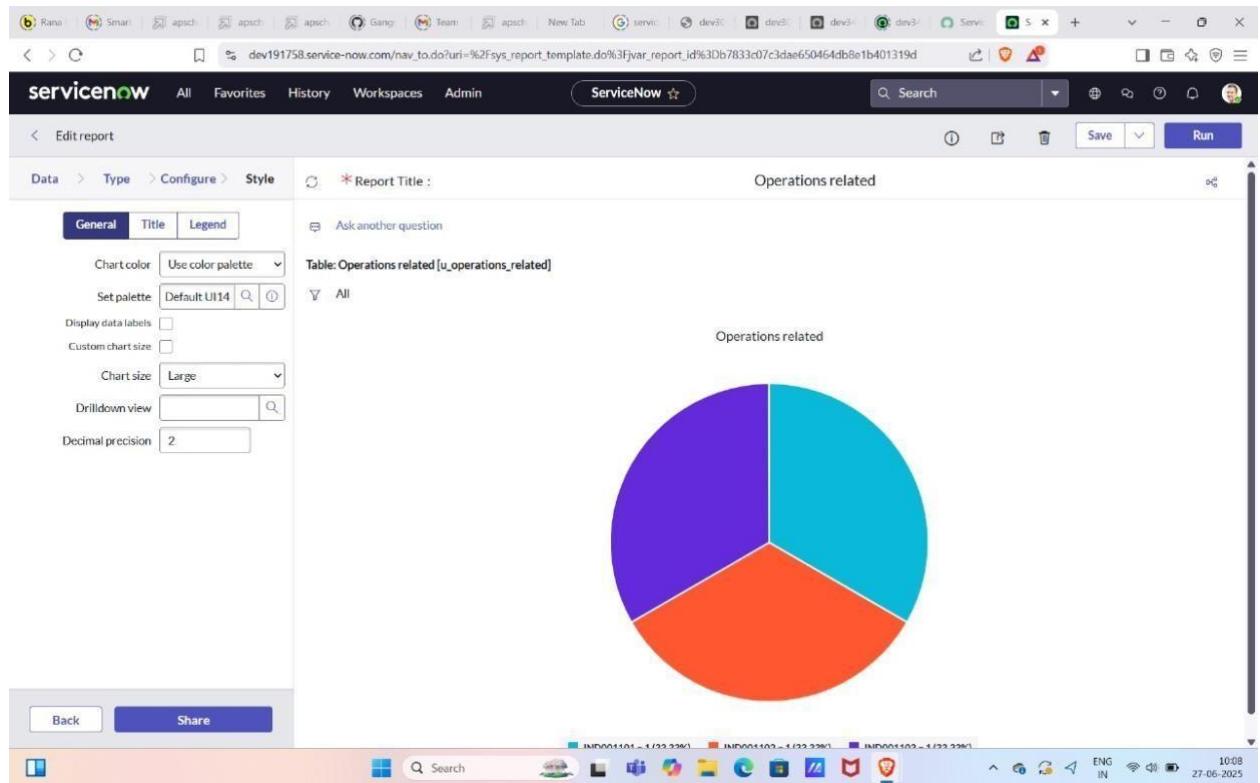
- 1.Open service now.
- 2.Click on All >> search for Flow Designer
- 3.Click on Flow Designer under Process Automation.
- 4.After opening Flow Designer Click on new and select Flow.
- 5.Under Flow properties Give Flow Name as “ Regarding Platform ”.

- 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 User expired
- 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.

The screenshot shows the ServiceNow Workflow Studio interface. The main area displays a flow titled "regarding platform" (inactive). The flow consists of a single action step: "Update Record". The "Action Inputs" section contains three fields: "Record" (set to "operations related..."), "Table" (set to "operations related [u\_operations...]", which is a global table), and "Fields" (set to "assigned to group" and "platform"). A "Done" button is visible at the bottom right of this section. To the right, a sidebar titled "Data" shows variables and triggers: "Trigger - Record Created" (operations related Record, operations related Table, Run Start Time UTC, Run Start Date/Time) and "1 - Update Record" (operations related Record, operations related Table, Action Status). At the bottom, there is an "ERROR HANDLER" section and a system status bar indicating "Status: Modified" and "Application: Global".

## RESULTS:



## Advantages and disadvantages

### ADVANTAGES:

1. Faster ticket response and resolution
2. Balanced workload among support agents
3. Improved customer satisfaction
4. Reduced manual errors in ticket assignment
5. Better tracking and accountability of tickets
6. Higher agent productivity and efficiency
7. Improved SLA compliance
8. Easier handling of high ticket volumes
9. Quicker identification of critical issues
10. Supports automation and smart routing

## **DISADVANTAGES;**

1. May require complex initial setup and configuration
2. Risk of incorrect auto-assignment if rules are not properly defined
3. Reduced flexibility for handling unique or exceptional cases
4. Dependence on accurate and updated agent skill data
5. Potential over-reliance on automation, reducing human oversight
6. System errors or misconfigurations can delay ticket resolution
7. Can require ongoing maintenance to keep assignment rules effective
8. May not account for sudden changes in agent availability or workload
9. Can lead to agent dissatisfaction if workload balancing is not properly tuned
10. Initial training and adoption may take time for support teams

## **CONCLUSION:**

Streamlining ticket assignment is a critical strategy for improving the efficiency and effectiveness of support operations. By automating the process of routing tickets to the most appropriate agents or teams, organizations can significantly reduce response and resolution times. This leads to faster service delivery, ensuring that customer issues are addressed promptly, which directly enhances customer satisfaction and builds trust.

An efficient ticket assignment process also ensures that workloads are evenly distributed among agents, preventing burnout and improving overall team morale. It minimizes manual errors, reducing the chances of misrouted or delayed tickets that could impact service quality. Additionally, streamlined assignment supports better SLA compliance by ensuring tickets are prioritized and handled within the required timeframes.

Automating ticket assignment also improves visibility and accountability, as it clearly defines ownership from the start, making it easier to track ticket progress and agent performance. It enables support teams to scale efficiently, especially when handling large volumes of tickets, and lays the groundwork for advanced technologies like AI-based routing and predictive analytics.

However, it's important to regularly review and update the assignment rules to accommodate changing team structures, workloads, and skill sets. Without proper configuration and ongoing maintenance, the system may introduce new challenges, such as incorrect routing or lack of flexibility for special cases.