

# **STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS**

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# **STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS**

## **AIM:**

To create the streamlining ticket assignment for efficient support operations.

## **ABSTRACT:**

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.

## **OBJECTIVES:**

This project is to streamline the ticket assignment process within support operations to improve overall efficiency and service quality. This will be achieved by implementing an automated, data-driven system that ensures fair workload distribution, reduces manual intervention, minimizes response and resolution times, and enhances customer satisfaction through faster and more accurate ticket handling.

## **METHODOLOGY:**

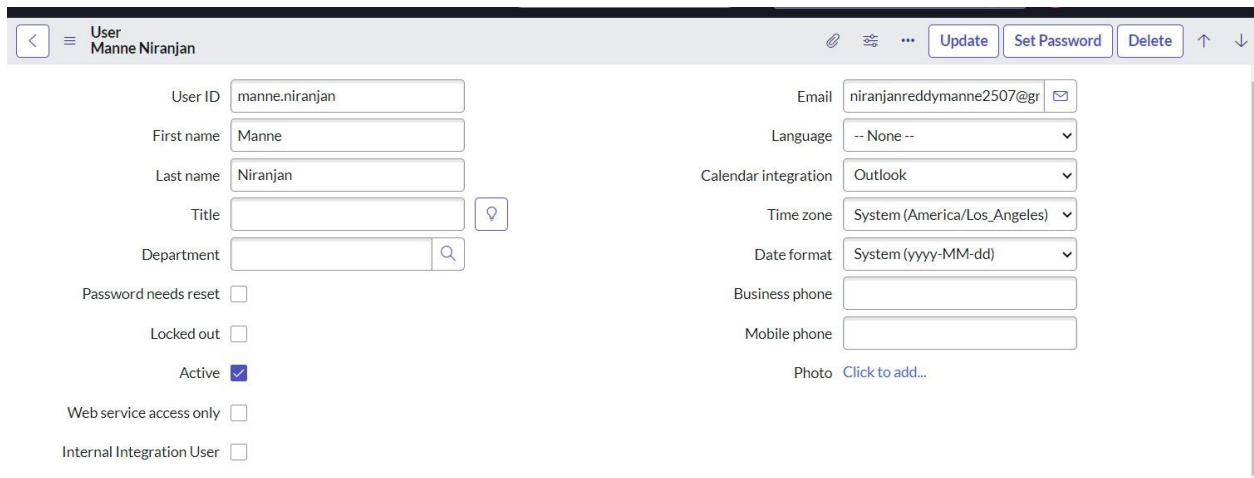
1.      **Assessment:**Analyze the current ticket assignment process to identify in efficiencies and workload imbalances.
2.      **Requirement Gathering:**Define objectives, performance metrics, and system requirements for improvement.
3.      **SystemDesign:**Develop an automated framework usingrule-based or AI-driven ticket routing.
4.      **Implementation:** Integrate the new system into existing support tools and conduct pilot testing.
5.      **Evaluation:**Monitor performance metrics,gather feedback,and refine the process for continuous improvement.

## STEPS TO IMPLEMENT:

- **Create Users**

Open service now.

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



The screenshot shows the 'User' creation form in ServiceNow for a user named 'Manne Niranjan'. The form is divided into two main sections: user identification and profile details. The user ID is 'manne.niranjan', first name is 'Manne', and last name is 'Niranjan'. The email is 'niranjanreddymanne2507@gr'. The language is set to '-- None --', calendar integration is 'Outlook', time zone is 'System (America/Los\_Angeles)', and date format is 'System (yyyy-MM-dd)'. There are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The 'Photo' field has a 'Click to add...' link. The form is titled 'User Manne Niranjan' and has buttons for 'Update', 'Set Password', and 'Delete'.

User ID	manne.niranjan	Email	niranjanreddymanne2507@gr
First name	Manne	Language	-- None --
Last name	Niranjan	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Business phone		Mobile phone	
Photo	Click to add...		

Active ☒

Web service access only ☐

Internal Integration User ☐

5. Click on submit .Create one more user:

## 6. Create another user with the following details

The screenshot shows a user management interface for 'User - Katherine Pierce'. The interface includes a top navigation bar with 'Favorites', 'History', 'Workspaces', and 'Admin'. Below this is a search bar and a user profile icon. The main content area is divided into two columns. The left column contains fields for 'User ID' (Katherine Pierce), 'First name' (Katherine), 'Last name' (Pierce), 'Title' (empty), and 'Department' (empty). Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right column contains fields for 'Email' (empty), 'Language' (set to '-- None --'), 'Calendar integration' (set to 'Outlook'), 'Time zone' (set to 'System (America/Los Angeles)'), 'Date format' (set to 'System (yyyy-MM-dd)'), 'Business phone' (empty), 'Mobile phone' (empty), and a 'Photo' field with a 'Click to add...' link. At the top right of the main content area are buttons for 'Update', 'Set Password', and 'Delete'.

## 7. Click on submit

### • Create Groups

Open service now.

1. Click on All>>search for groups
2. Select groups under system security
3. Click on new

4. Fill the following details to create a new group

< ≡ Group certificates

Name certificates

Manager Katherine Pierce 🔍 ⓘ

Group email

Parent

Description

5. Click on submit

## Create one more group:

1. Create another group with the following details

< ≡ Group certificates

Name Platform

Manager Manne Niranjan 🔍 ⓘ

Group email ✉️

Parent 🔍

Description

2. Click on submit

## • Create Roles

Open service now.

1. Click on All >> search for groups
2. Select groups under system security
3. Click on new

#### 4. Fill the following details to create a new group

< ≡ Group certificates

Name

Manager  🔍 ⓘ

Group email

Parent

Description

#### 5. Click on submit

Create one more group:

#### 1. Create another group with the following details

< ≡ Group certificates

Name

Manager  🔍 ⓘ

Group email  ✉️

Parent  🔍

Description

#### 2. Click on submit

### ● 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:  
Operations related Check the boxes Create module & Create mobile module
6. Under new menu name:Operations 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 loginto platform
- regarding certificates
- regarding user expired
- 404 error



- **Assign roles & users to groups**

- Assign roles & users to certificate group

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

- Assign roles & users to platform group

1. Open service now.
2. Click onAll>>search for tables
3. Select tables under system definition
4. Select the platform group
5. Under group members

6. Click onAll>>search for tables
7. Select tables under system definition
8. Select the platform group
9. Under group members
10. Click on edit
11. Select Manne Niranjan and save
12. Click on roles
13. Select Platform role and save

- **Assign role to table**

1. Open service now.
2. Click onAll>>search for tables
3. Select operations related table
4. Click on the Application Access
5. Click on 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 insertanewrow

11. Click on the profile on top right side
12. Click on elevate role
13. Click on security admin and click on update
14. Under Requires role.
15. Double click on in sertanewrow
16. Give platform role
17. And add certificate role
18. Click on update

Access Control  
u\_operations\_related

Definition

Access Control Rules allow access to the specified resource if *all three* of these checks evaluate to true:

1. The user has one of the roles specified in the **Role** list, or the list is empty.
2. Conditions in the **Condition** field evaluate to true, or conditions are empty.
3. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

The three checks are evaluated independently in the order displayed above.

[More Info](#)

Requires role

Role
✗ u_operations_related_user
✗ Platform_role
✗ Certification_role
+ Insert a new row...

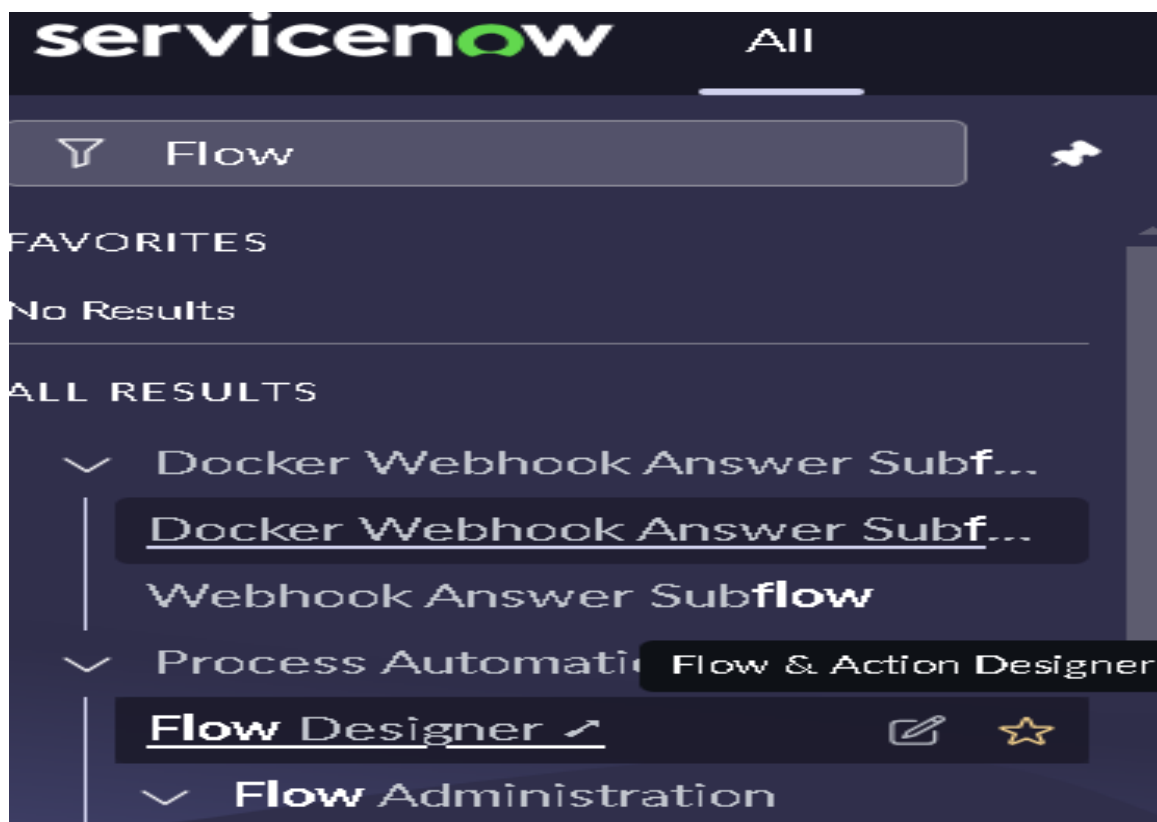
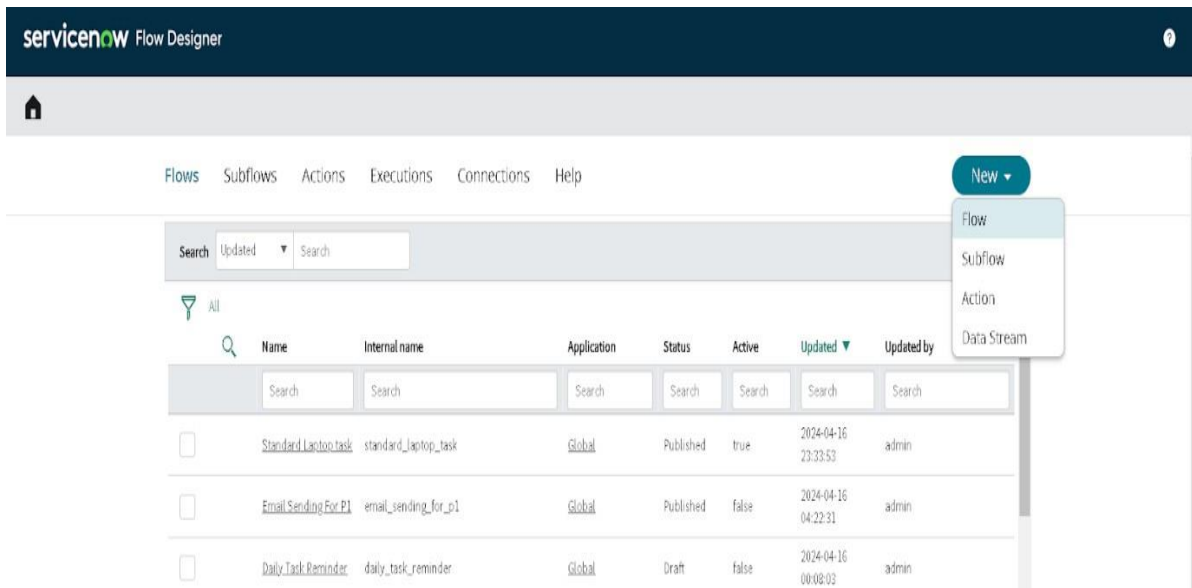
19. Click on operations\_related write operation
20. Under Requires role

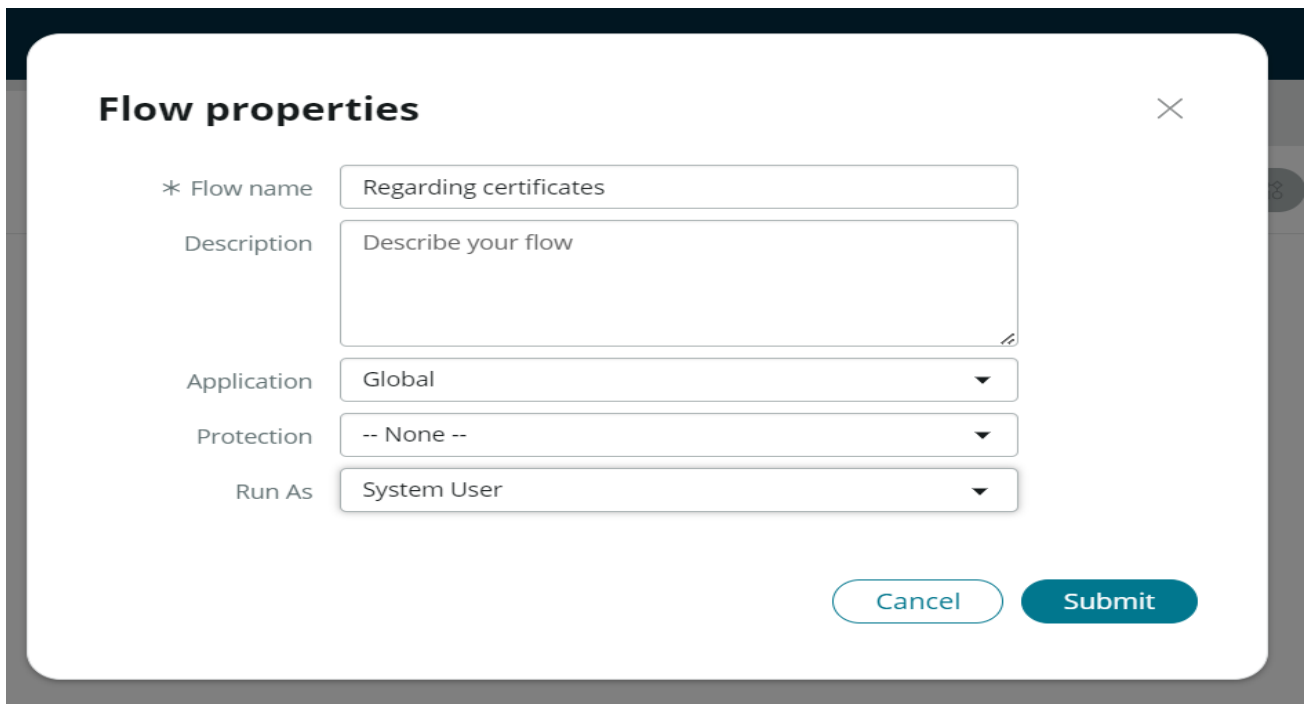
21. Double click on insert an ewrow
22. Give platform role
23. And add certificate role

- **Flow**

Create a Flow to Assign operation sticketto 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 Nameas“Regarding Certificate”.
6. Application should be Global.
7. Select Run user as“System user”from that choice.
8. Click on Submit.



A screenshot of a 'Flow properties' dialog box. The dialog has a title bar with a close button (X) in the top right corner. Inside, there are five labeled input fields: 'Flow name' with the value 'Regarding certificates', 'Description' with the placeholder 'Describe your flow', 'Application' with the value 'Global', 'Protection' with the value '-- None --', and 'Run As' with the value 'System User'. At the bottom right, there are two buttons: 'Cancel' and 'Submit'.

**Flow properties**

\* Flow name: Regarding certificates

Description: Describe your flow

Application: Global

Protection: -- None --

Run As: System User

Cancel Submit

1. Click on Add 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: Regarding Certificates
5. After that click on Done.

TRIGGER

Operations related Created or Updated (Trigger: Created or Updated regarding certificates)

Trigger: Created or Updated

\* Table: Operations related [u\_operations\_related]

Condition: All of these conditions must be met

Issue is Regarding certificates

OR AND

New Criteria

Run Trigger: For every update

Advanced Options

Delete Cancel 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 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.

ACTIONS Select multiple

1

now

Update Operations related Record

Action

Update Record

\* Record

Trigger ... ▶ Operations relate...

✕

\* Table

Operations related [u\_operations\_related]

✕

\* Fields

Assigned to group

✕

certificates

✕

+ Add field value

Delete

Cancel

Done

servicenow

Flow Designer

Flow Regarding certificates

✕

+

Regarding certificates

Active

View:

Test

Deactivate

Activate

Save

...

TRIGGER

Regarding certificates

now

Operations related Created or Updated where (Issue is Regarding certificates)

ACTIONS Select multiple

1

now

Update Operations related Record

+

Add an Action, Flow Logic, or Subflow

EDITOR HANDLED

Data Collapse All

▶ Flow Variables

▼ Trigger - Record Created or Updated

▶ Operations related Record Record

▶ Changed Fields Array.Object

Operations related Table Table

Run Start Time UTC Date/Time

Run Start Date/Time Date/Time

▼ 1 - Update Record



Workflow Studio regarding certificate regarding platform

**regarding platform** Inactive View: [Icons] Test Debug Activate Save ... ?

**TRIGGER**

operations related Created or Updated where (Issue is unable to login platform; Issue is regarding user expired)

Trigger: Created or Updated Table

\* Table: operations related [u\_operations... X]

Condition: All of these conditions must be met

Issue is unable to login platform OR AND

or

All of these conditions must be met

Issue is regarding user expired OR AND

or

New Criteria

Run Trigger: For every update

Advanced Options

Delete Cancel Done

**Data** Collapse All

Flow Variables

Trigger - Record Created or Updated

operations related Record Record

Changed Fields Array/Object

operations related Table Table

Run Start Time UTC DateTime

Run Start Date/Time DateTime

**servicenow** All Favorites History Workspaces operations related - New Record Search + ? ? ? ?

**operations related**  
New record

Submit

Service request no:

Name:

Assigned to user:

Issue:

Comment:

Assigned to group:

Priority:

Ticket raised date:

Submit

servicenow

AllFavoritesHistoryWorkspacesAdmin

operations related ☆

Search

Search

Actions on selected rows... New

All

<input type="checkbox"/>	Name	Assigned to group	Assigned to user	Comment	Issue	Priority	Service request no	Ticket raised date
<input type="checkbox"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
	qwert	certificates	(empty)	not working properly	regarding certificates			(empty)

servicenow

AllFavoritesHistoryWorkspaces

operations related - hello world

Search

UpdateDelete

Service request no

Namehello world

Assigned to user

Issue

regarding user expired

Comment

Assigned to groupPlatform

Priority

Ticket raised date

UpdateDelete

**servicenow** All Favorites History Workspaces Admin operations related 🔍 Search ⌵ 🌐 🔄 ⏰ 🔔 👤

---

☰ 🔍 💬 operations related Name ⌵ Search ⚙️ Actions on selected rows... ⌵ New

All

Name	Assigned to group	Assigned to user	Comment	Issue	Priority	Service request no	Ticket raised date
Search	Search	Search	Search	Search	Search	Search	Search
qwerty	certificates	(empty)	not working properly	regarding certificates			(empty)
hello world	Platform	(empty)		regarding user expired			(empty)

servicenow

All

Favorites

History

Workspaces

Admin

operations related

☆

Q Search

⌵

🌐

🔗

🕒

🔔

👤

☰

🔍

🗒

operations related

Name

⌵

Search

⚙

Actions on selected rows...

⌵

New

All

<input type="checkbox"/>	Q	Name	Assigned to group	Assigned to user	Comment	Issue	Priority	Service request no	Ticket raised date
		Search	Search	Search	Search	Search	Search	Search	Search
		qwert	certificates	(empty)	not working properly	regarding certificates			(empty)
		hello world	Platform	(empty)		regarding user expired			(empty)
		hello	certificates	(empty)	issue with certificates	regarding certificates			(empty)

## **CONCLUSION:**

The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of Service Now, we have streamlined the process of assigning support tickets to the appropriate teams, addressing the challenges of manual routing, and ensuring timely resolution of issues.