

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 inefficiencies and workload imbalances.
2. **Requirement Gathering:** Define objectives, performance metrics, and system requirements for improvement.
3. **SystemDesign:** Develop an automated framework using rule-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 a user creation form titled "User Manne Niranjan". The form is divided into two columns. The left column contains fields for User ID (manne.niranjan), First name (Manne), Last name (Niranjan), Title (empty), Department (empty), Password needs reset (unchecked), Locked out (unchecked), Active (checked), Web service access only (unchecked), and Internal Integration User (unchecked). The right column contains fields for Email (niranjanreddymanne2507@gr), Language (~ None --), Calendar integration (Outlook), Time zone (System (America/Los_Angeles)), Date format (System (yyyy-MM-dd)), Business phone (empty), Mobile phone (empty), and Photo (Click to add...). At the top right, there are buttons for Update, Set Password, Delete, and navigation arrows.

5. Click on submit .Create one more user:

6. Create another user with the following details

The screenshot shows a user creation interface. At the top, there are navigation links: Favorites, History, Workspaces, Admin, and a search bar labeled "User - Katherine Pierce". Below the search bar are buttons for "Update", "Set Password", and "Delete". The main form contains the following fields:

User ID	Katherine Pierce	Email	<input type="text"/>
First name	Katherine	Language	-- None --
Last name	Pierce	Calendar integration	Outlook
Title	<input type="text"/>	Time zone	System (America/Los_Angeles)
Department	<input type="text"/>	Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	<input type="text"/>
Locked out	<input type="checkbox"/>	Mobile phone	<input type="text"/>
Active	<input checked="" type="checkbox"/>	Photo	Click to add...
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

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

The screenshot shows a user interface for creating a new group. At the top left is a back arrow and a menu icon. The title "Group certificates" is displayed. On the right side are three small icons: a person, a gear, and three dots. Below the title are four input fields: "Name" with the value "certificates", "Manager" with the value "Katherine Pierce" and a search icon, "Group email" with a placeholder, and "Parent" with a placeholder. There is also a large empty "Description" field.

5. Click on submit

Create one more group:

1. Create another group with the following details

This screenshot shows another instance of the group creation form. The title is "Platform". The "Name" field contains "Platform", the "Manager" field contains "Manne Niranjan" with a search icon, and the "Group email" field has an envelope icon. The "Parent" field is empty. A large "Description" field is present at the bottom.

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

The screenshot shows a user interface for creating a new group. At the top left is a back arrow and a menu icon. The title "Group certificates" is displayed. On the right side are three small icons: a person, a gear, and three dots. Below the title are four input fields: "Name" with the value "certificates", "Manager" with the value "Katherine Pierce" and a search icon, "Description" (empty), "Group email" (empty), and "Parent" (empty). There is also a large empty text area for a description.

5. Click on submit

Create one more group:

1. Create another group with the following details

The screenshot shows a user interface for creating another group. The title "Platform" is displayed. The "Name" field contains "Platform", the "Manager" field contains "Manne Niranjan" with a search icon, the "Description" field is empty, and the "Group email" and "Parent" fields are also empty. A large empty text area for a description is present.

2. Click on submit

● Create Table

1. Open service now.
2. Click onAll >>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 log into 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

The screenshot shows a software interface for managing access control rules. At the top, there's a header bar with buttons for 'Access Control', 'u_operations_related', 'Update', and 'Delete'. Below the header, a section titled 'Definition' contains a note about access control rules: 'Access Control Rules allow access to the specified resource if *all three* of these checks evaluate to true.' It lists three conditions: 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. A note below states that the three checks are evaluated independently in the order displayed above. There's a 'More Info' link. The main content area shows a table titled 'Requires role' with one row. The row has a 'Role' column containing three entries: 'u_operations_related_user', 'Platform_role', and 'Certification_role'. There's also a link 'Insert a new row...' at the bottom of the table. Navigation buttons like '1 to 3 of 3' are visible at the bottom of the table.

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.

servicenow Flow Designer

Flows Subflows Actions Executions Connections Help

New ▾

Flow Subflow Action Data Stream

Name	Internal name	Application	Status	Active	Updated	Updated by
Standard Laptop task	standard_laptop_task	Global	Published	true	2024-04-16 23:33:53	admin
Email Sending For P1	email_sending_for_p1	Global	Published	false	2024-04-16 04:22:31	admin
Daily Task Reminder	daily_task_reminder	Global	Draft	false	2024-04-16 00:08:03	admin

servicenow All

Flow

FAVORITES

No Results

ALL RESULTS

- ✓ Docker Webhook Answer Subflow
 - [Docker Webhook Answer Subflow](#)
 - Webhook Answer Subflow
- ✓ Process Automation Flow & Action Designer
 - [Flow Designer](#) ↗
 - Flow Administration

Flow properties

* Flow name

Description

Application

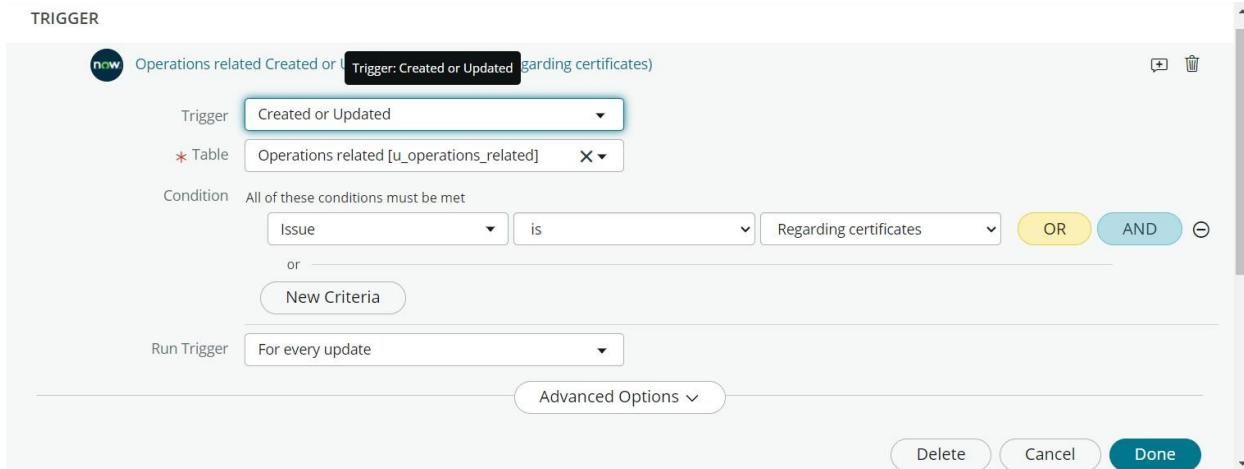
Protection

Run As

[Cancel](#) [Submit](#)

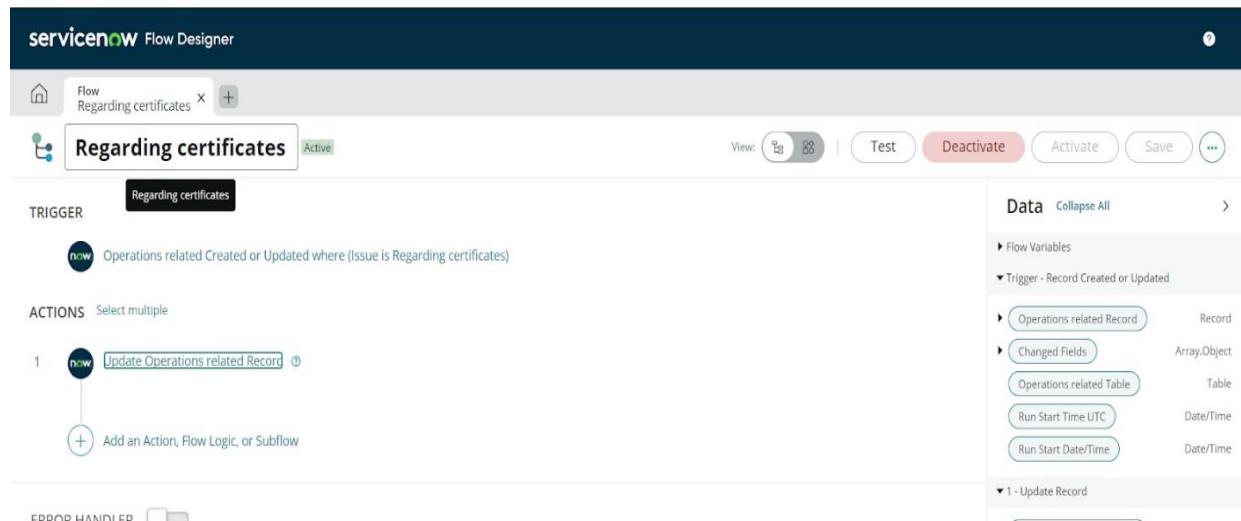
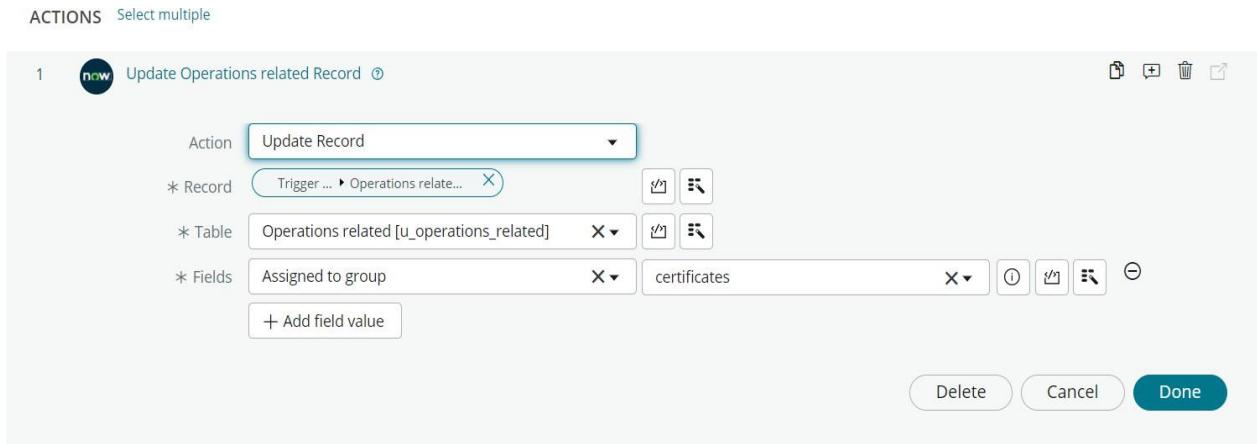
The dialog box has a dark header bar with the title 'Flow properties'. Below it are five input fields: 'Flow name' (containing 'Regarding certificates'), 'Description' (containing 'Describe your flow'), 'Application' (containing 'Global'), 'Protection' (containing '-- None --'), and 'Run As' (containing 'System User'). At the bottom right are two buttons: 'Cancel' (in a light blue rounded rectangle) and 'Submit' (in a dark blue rounded rectangle). A small 'X' icon is in the top right corner of the dialog.

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: Regarding Certificates
5. After that click on Done.



6. Now under Actions.
7. Click on Add anaction.
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.



The screenshot shows the ServiceNow Workflow Studio interface. A trigger named "regarding platform" is being configured. The trigger type is "Created or Updated" on the "operations related" table. The condition is set to "Issue is unable to login platform; Issue is regarding user expired". The trigger runs "For every update". On the right side, there is a sidebar titled "Data" which lists various flow variables and triggers.

The screenshot shows the "operations related - New Record" form in ServiceNow. The form fields include:

- Service request no: [empty]
- Name: qwert
- Assigned to user: [empty]
- Issue: regarding certificates
- Comment: not working properly
- Assigned to group: [empty]
- Priority: [empty]
- Ticket raised date: [empty]

At the bottom left is a "Submit" button, and at the top right is a "Submit" button with a red exclamation mark icon.

The screenshot shows a ServiceNow search interface. The top navigation bar includes links for All, Favorites, History, Workspaces, Admin, and a search bar labeled "operations related". Below the search bar is a toolbar with actions like "Search", "Actions on selected rows...", and "New". The main area displays a table with columns: Name, Assigned to group, Assigned to user, Comment, Issue, Priority, Service request no, and Ticket raised date. A single row is visible, showing "qwert" in the Name column, "certificates" in the Assigned to group column, "(empty)" in the Assigned to user column, "not working properly" in the Comment column, "regarding certificates" in the Issue column, and "(empty)" in the Priority, Service request no, and Ticket raised date columns.

Name	Assigned to group	Assigned to user	Comment	Issue	Priority	Service request no	Ticket raised date
qwert	certificates	(empty)	not working properly	regarding certificates	(empty)		

Servicenow All Favorites History Workspaces : operations related - hello world ★

Search Update Delete

operations related
hello world

Service request no	<input type="text"/>	Comment	<input type="text"/>
Name	hello world	Assigned to group	Platform <input type="button" value="🔍"/> <input type="button" value=" ⓘ"/>
Assigned to user	<input type="text"/> <input type="button" value="🔍"/>	Priority	<input type="text"/>
Issue	regarding user expired <input type="button" value="▼"/>	Ticket raised date	<input type="text"/> <input type="button" value="📅"/>

Update Delete

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
	<input type="text" value="Search"/>							
qwerty	certificates	(empty)	(empty)	not working properly	regarding certificates	(empty)	(empty)	(empty)
hello world	Platform	(empty)	(empty)	(empty)	regarding user expired	(empty)	(empty)	(empty)

The screenshot shows the ServiceNow interface with the following details:

- Header:** servicenow, All, Favorites, History, Workspaces, Admin, operations related, Search, Actions on selected rows..., New.
- Search Bar:** operations related, Name, Search.
- Table Headers:** All, Name, Assigned to group, Assigned to user, Comment, Issue, Priority, Service request no, Ticket raised date.
- Table Data:**

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.