STREAMLININGTICKETASSIGNMENTFOREFFICIENT SUPPORT OPERATIONS

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TeamSize: 4

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STREAMLININGTICKETASSIGNMENTFOREFFICIENT 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 inissuere solution,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,reduce smanual intervention,minimize 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.

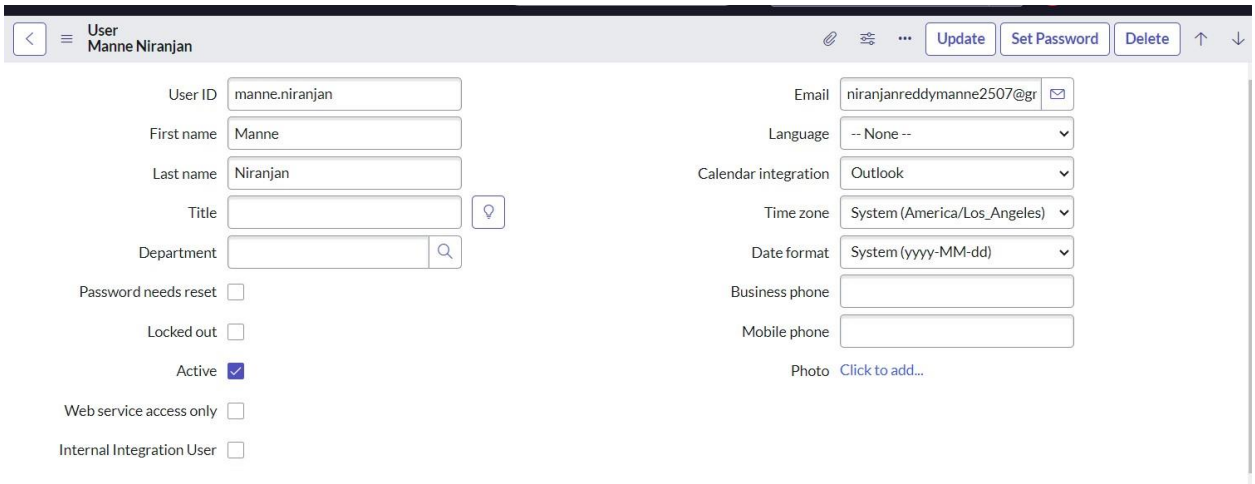
STEPS TO IMPLEMENT:

- **Create Users**

Open service now.

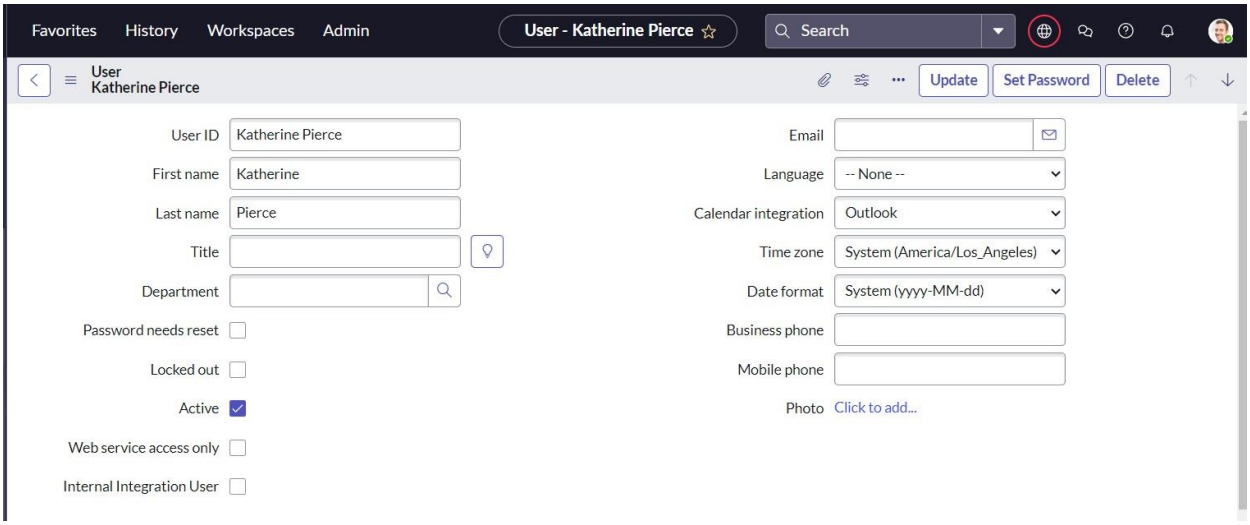
1. Click on All>>search for users
2. Select Users under system security
3. Click on new

4. Fill the following details to create a new user



5. Click on submit .Create one more user:

6. Create another user with the following details



7. Click on submit

- **Create Groups**

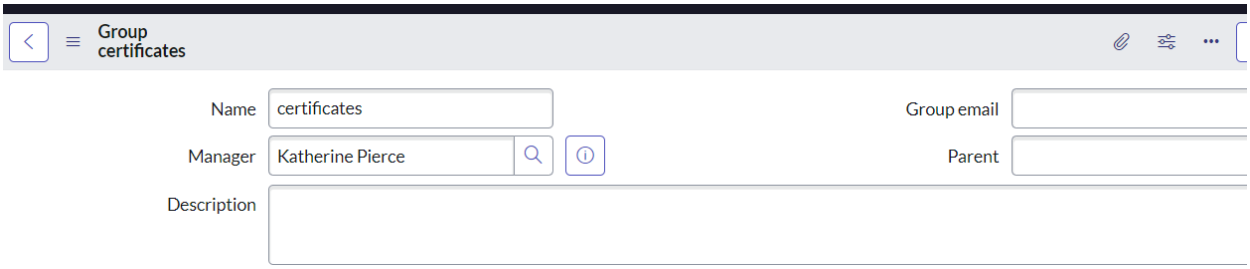
Open service now.

1. Click on All>>search for groups

2. Select groups under system security

3. Click on new

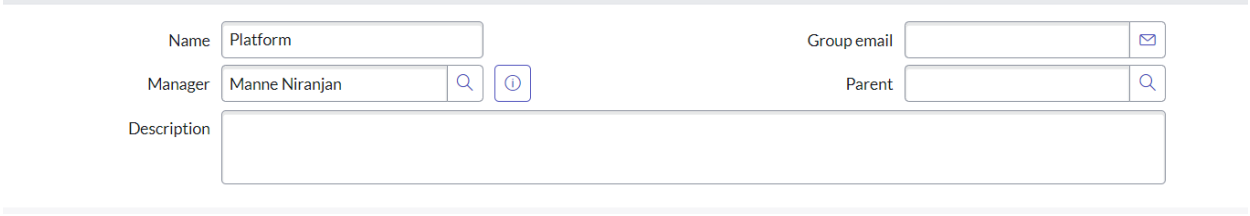
4. Fill the following details to create a new group



5. Click on submit

Create one more group:

1. Create another group with the following details



2. Click on submit

- **Create Roles**

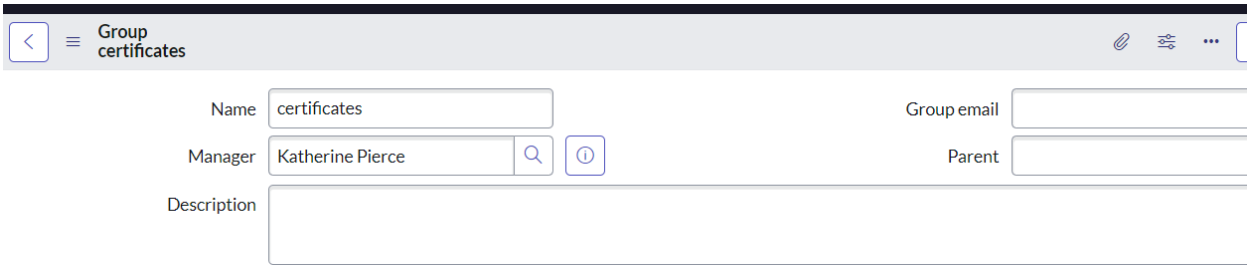
Open service now.

1. Click onAll>>search for groups

2. Select groups under system security

3. Click on new

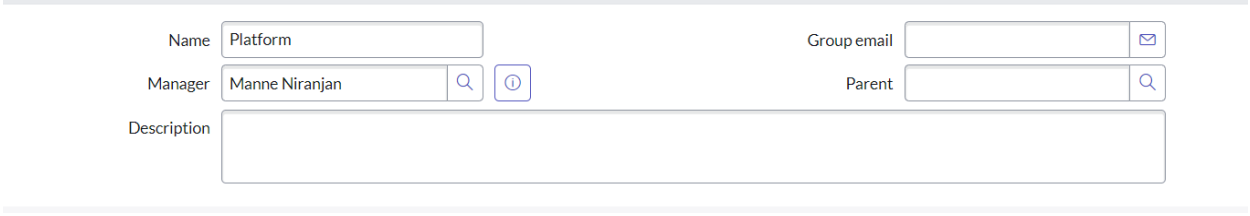
4. Fill the following details to create a new group



5. Click on submit

Create one more group:

1. Create another group with the following details



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 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

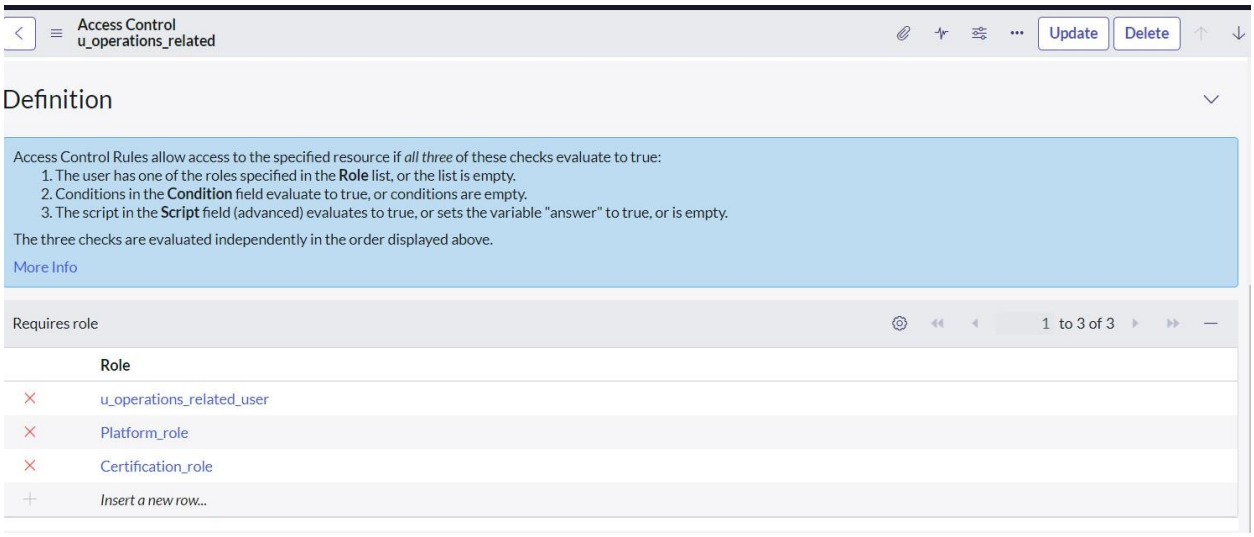
14. Under Requires role.

15. Double click on in sertanewrow

16. Give platform role

17. And add certificate role

18. Click on update



19. Click on operations_related write operation

20. Under Requires role

21. Double click on insert an ewrow

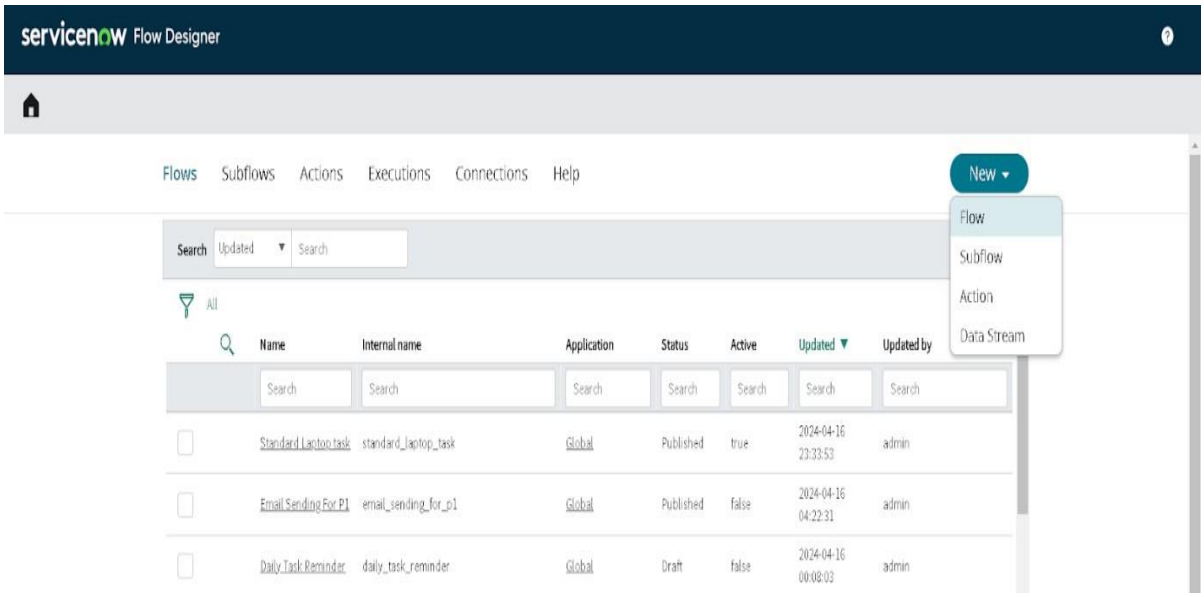
22. Give platform role

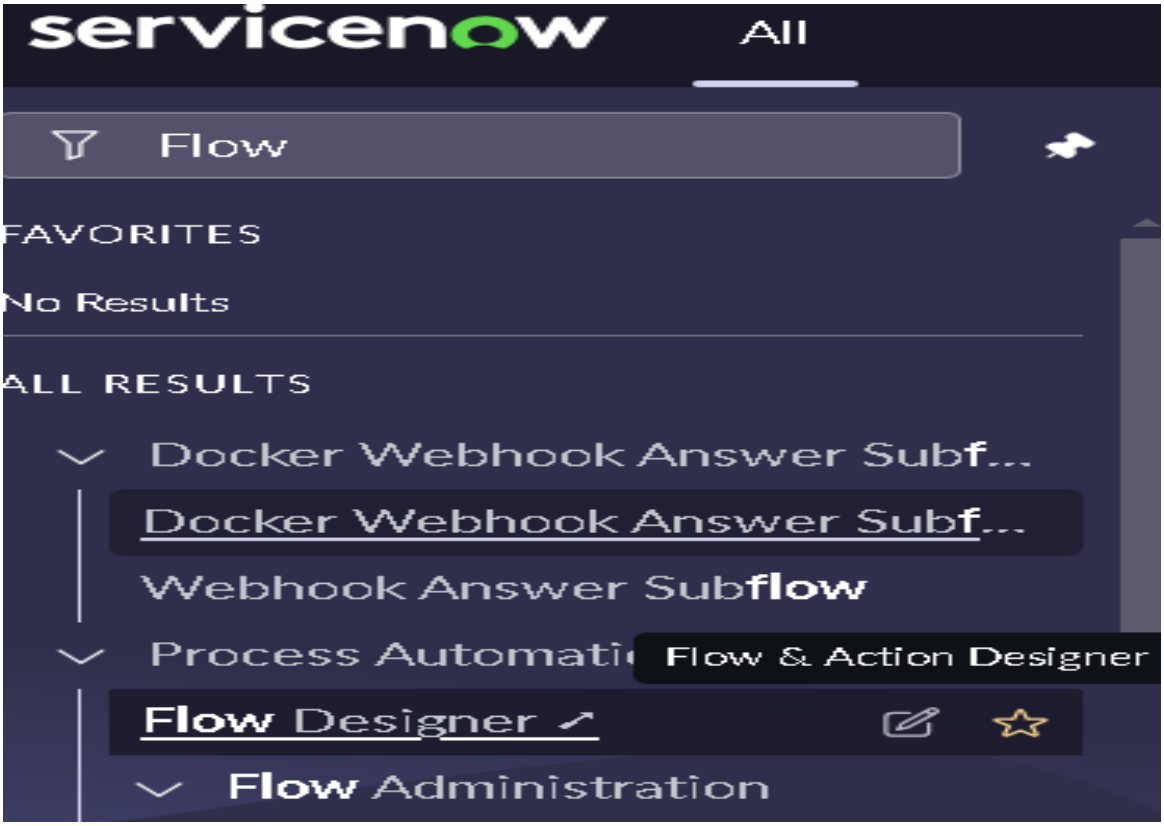
23. And add certificate role

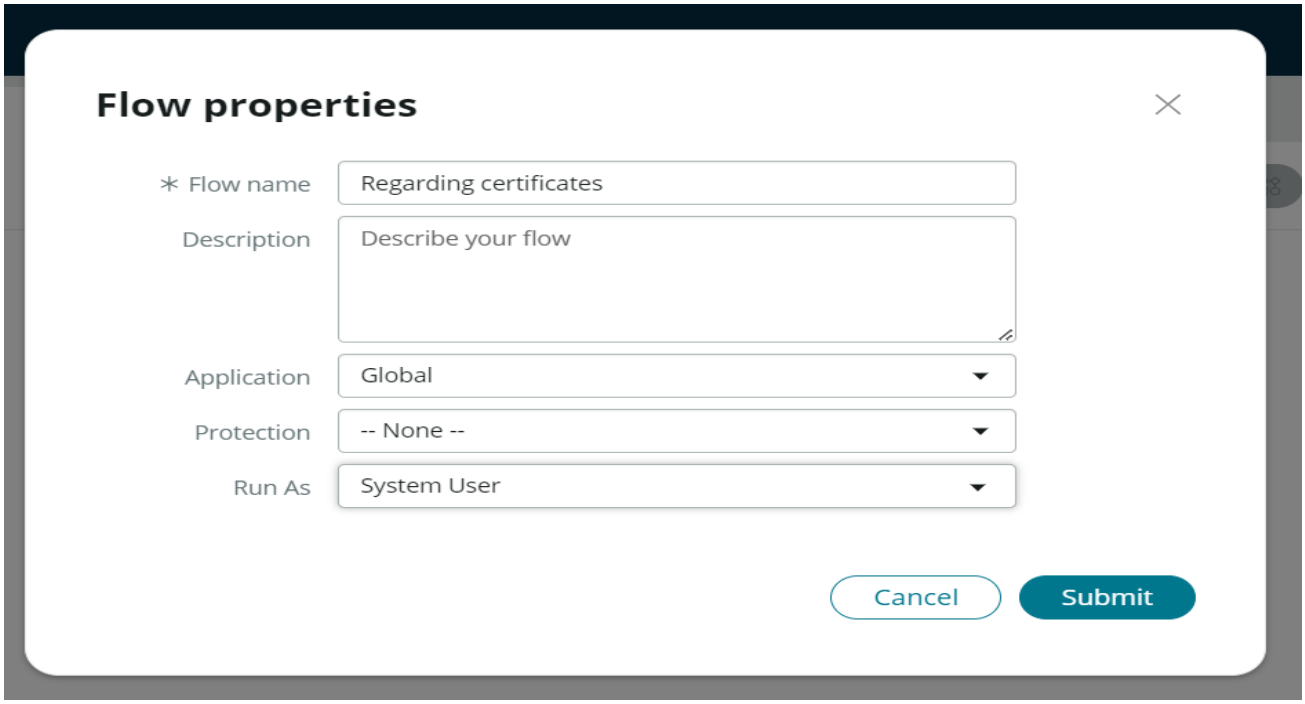
- **Flow**

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
Search
Updated
Search
All
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 Subf...
Docker Webhook Answer Subf...
Webhook Answer Subflow
Process Automati
Flow & Action Designer
Flow Designer
Flow Administration

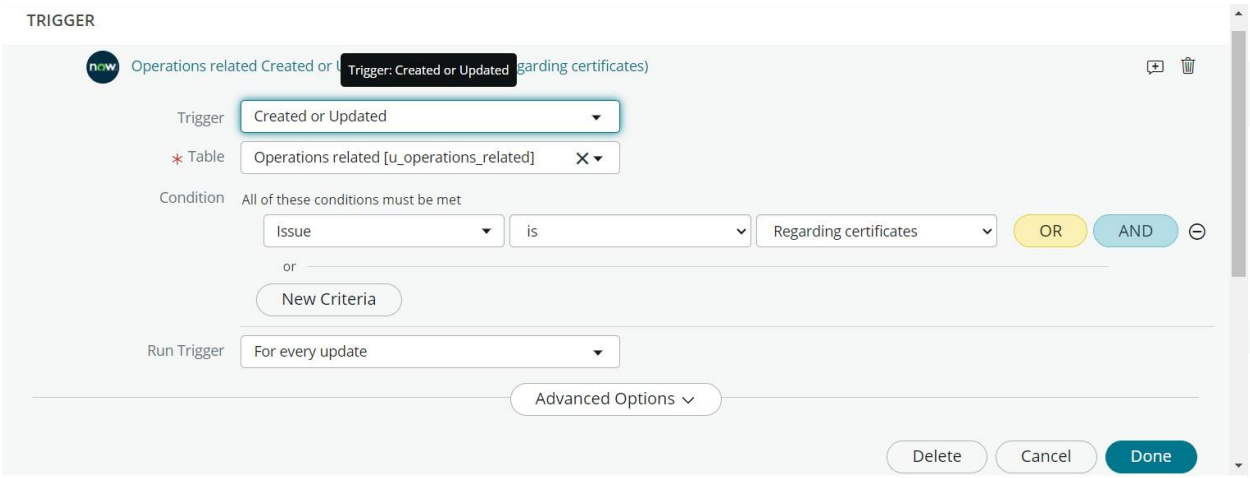


1. ClickonAddatrigger
2. SelectthetriggerinthatSearchfor“createorupdatearecord”and select that.
3. Givethetablenameas “Operationsrelated”.
4. GivetheConditionas Field: issue

Operator:is

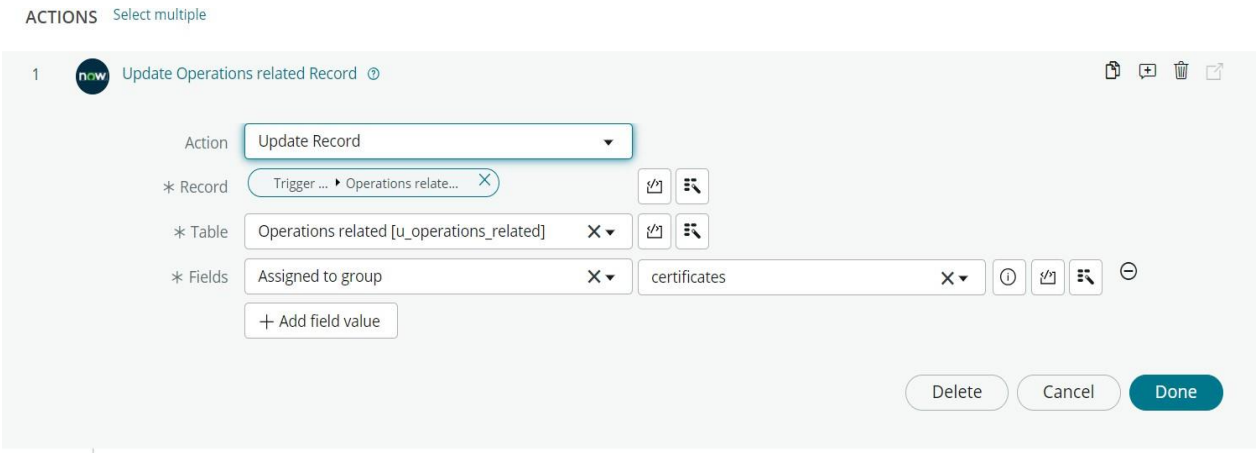
Value:RegradingCertificates

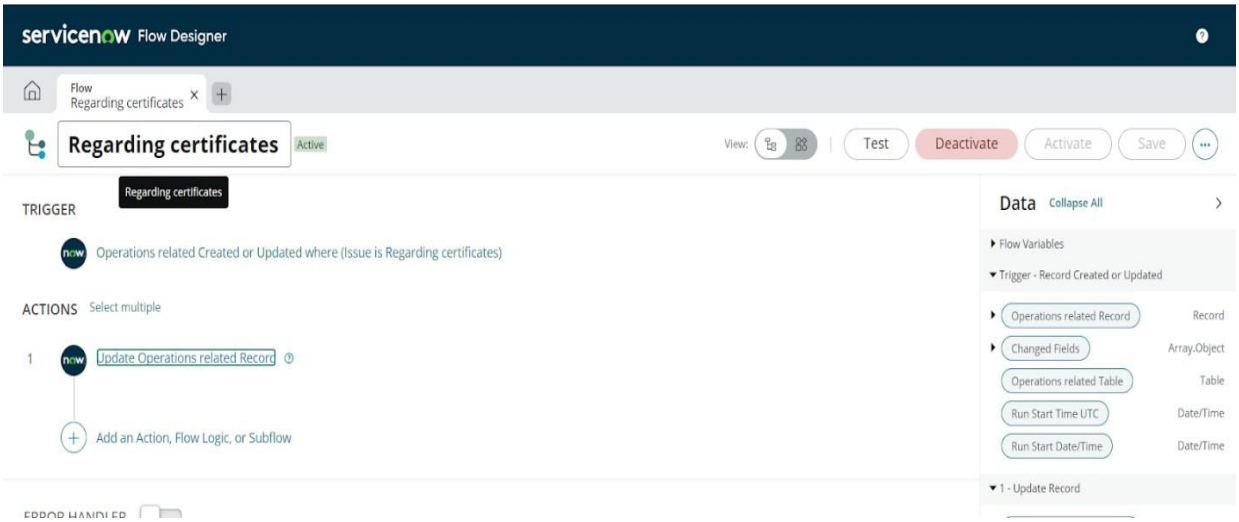
5. Afterthatclick onDone.

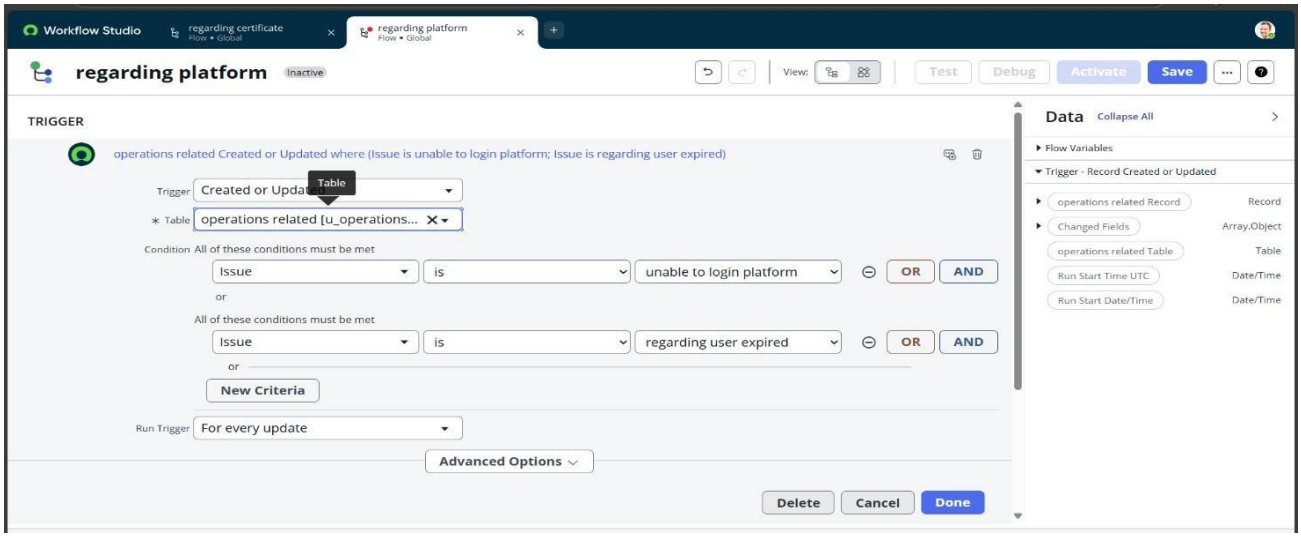


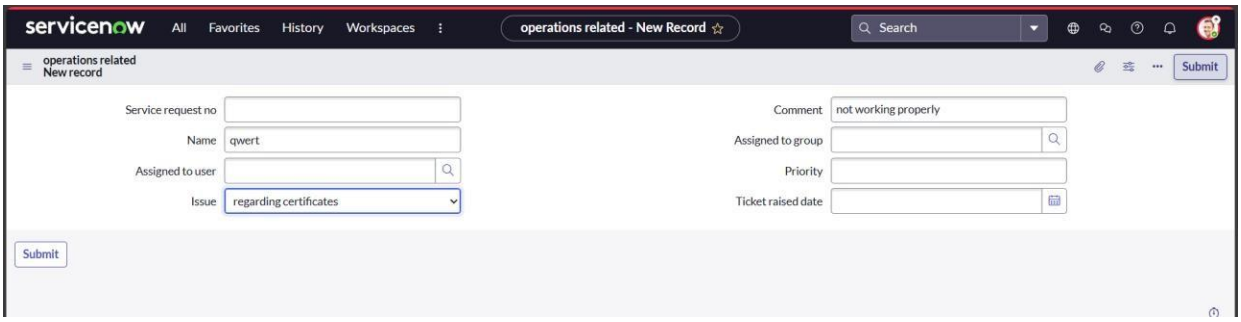
6. Now under Actions.
7. Click on Add anaction.
8. Select action in that search for“Update Record”.
9. In Record field drag the fields from the data navigation from left side
10. Table will beau to assigned after that

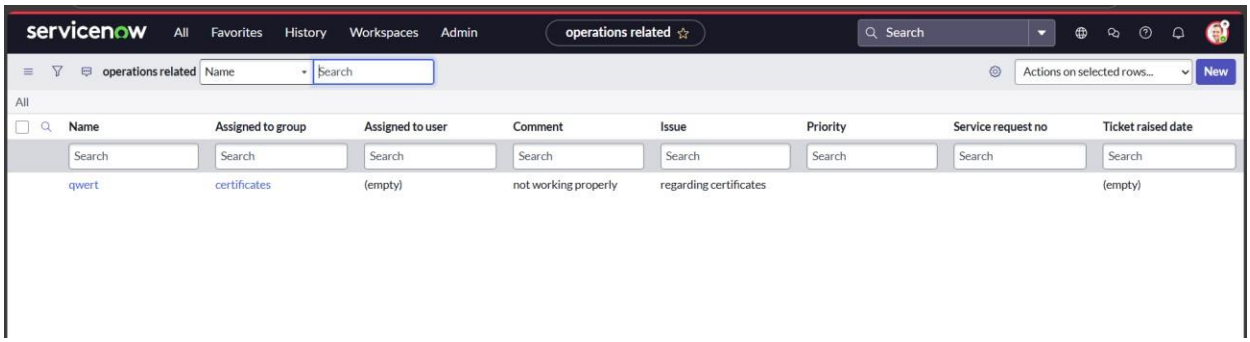
11. Give the field as“Assigned to group”
12. Givevalueas“Certificates”
13. Click on Done.
14. Click on Save to save the Flow.
15. Click on Activate.

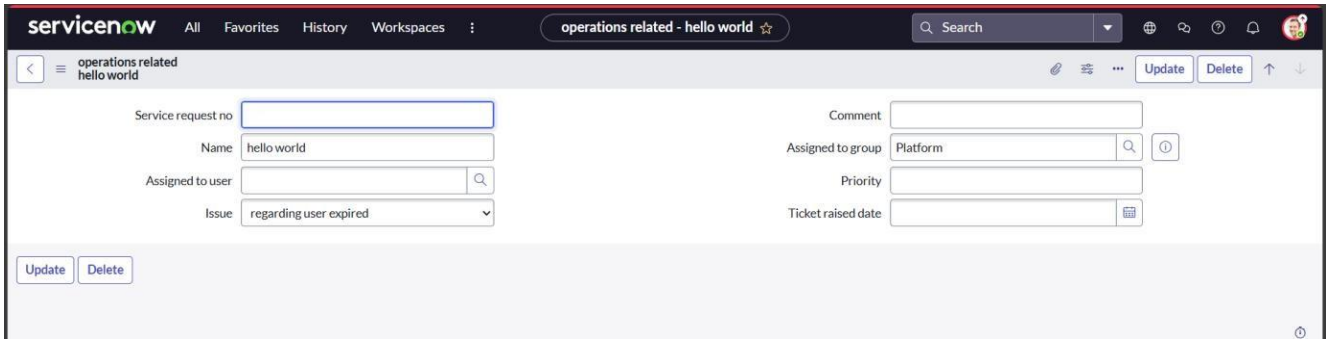

ACTIONS Select multiple
1 Update Operations related Record
Action
Update Record
* Record
Trigger ... Operations relate...
* Table
Operations related [u_operations_related]
* Fields
Assigned to group
certificates
+ Add field value
Delete
Cancel
Done

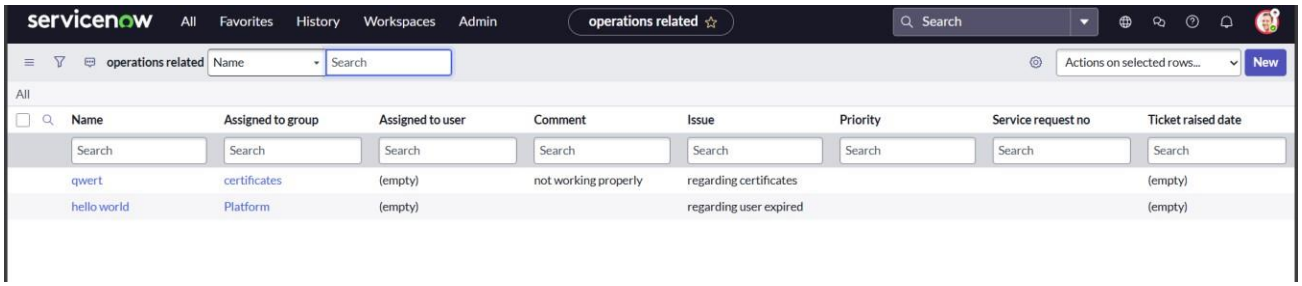

servicenow Flow Designer
Flow
Regarding certificates
Regarding certificates
Active
View:
Test
Deactivate
Activate
Save
Regarding certificates
TRIGGER
Operations related Created or Updated where (Issue is Regarding certificates)
ACTIONS Select multiple
1 Update Operations related Record
Add an Action, Flow Logic, or Subflow
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

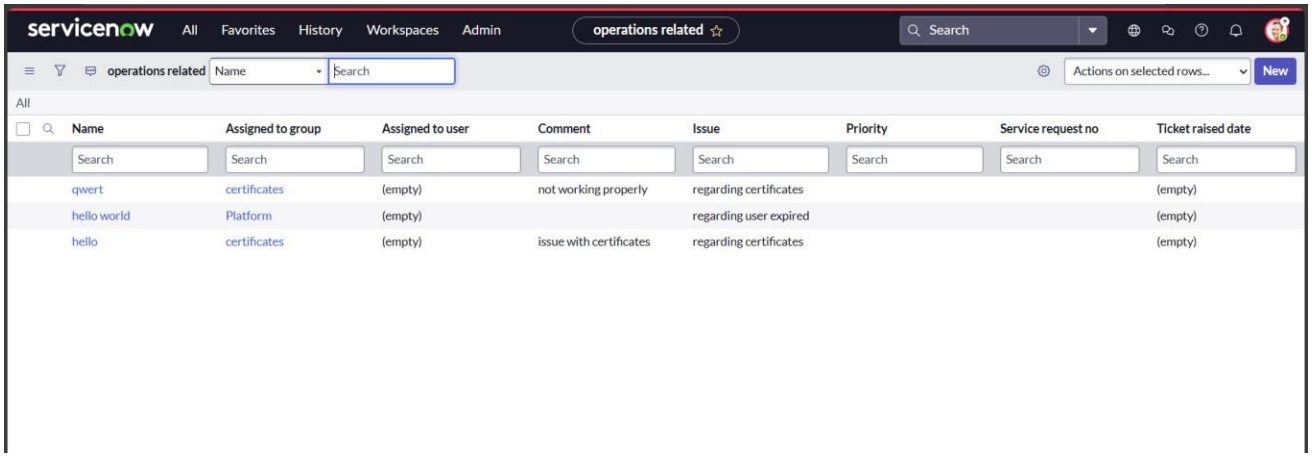

Workflow Studio
regarding certificate
Flow • Global
regarding platform
Flow • Global
regarding platform
Inactive
View:
Test
Debug
Activate
Save
TRIGGER
operations related Created or Updated where (Issue is unable to login platform; Issue is regarding user expired)
Trigger
Created or Upda
Table
* Table
operations related [u_operations...
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
Date/Time
Run Start Date/Time
Date/Time


servicenow
All
Favorites
History
Workspaces
operations related - New Record
Search
operations related
New record
Submit
Service request no
Name
qwert
Assigned to user
Issue
regarding certificates
Comment
not working properly
Assigned to group
Priority
Ticket raised date
Submit


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
qwert
certificates
(empty)
not working properly
regarding certificates
(empty)


servicenow
All
Favorites
History
Workspaces
operations related - hello world
Search
operations related
hello world
Update
Delete
Service request no
Name
hello world
Assigned to user
Issue
regarding user expired
Comment
Assigned to group
Platform
Priority
Ticket raised date
Update
Delete


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
qwert
certificates
(empty)
not working properly
regarding certificates
(empty)
hello world
Platform
(empty)
regarding user expired
(empty)


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
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 stream lined the process of assigning support tickets to the appropriate teams, addressing the challenges of manual routing, and ensuring timely resolution of issues.