

STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

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Team Members: 4

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Challenges:

- 1. Tickets are not assigned to the right support agents quickly.**
- 2. Delays in assignment slow down customer response times.**
- 3. Some agents are overloaded, while others are underutilized.**
- 4. No clear logic or automation in how tickets are distributed.**

Objective:

- Automate ticket assignment to reduce delays.
- Ensure tickets go to the most suitable and available agents.
- Improve overall customer support speed and satisfaction.
- Balance workload among support agents.

Skills:

- **Basic Programming** – e.g., Python, JavaScript.
- **Workflow Automation Tools** – e.g., Zendesk, Freshdesk, ServiceNow.
- **Understanding of Support Systems** – knowledge of helpdesk tools.
- **Data Analysis** – to study ticket trends and agent performance.
- **Logic & Rule Creation** – to set conditions for automatic ticket routing.
- **Communication Skills** – for working with support teams and understanding needs.

TASK INITIATION:

Activity 1 : Create User

1. Open ServiceNow
2. Search for User and click now.
3. Create the first user with name Certificates and Manager Janani , then submit.
4. Next , Create another user named platform with manager Jannu and submit again.
5. Now both User are created.

Activity 2 : Create Group

1. Open ServiceNow
2. Search for Group and click now.
3. Create the first group with name Certificates and Manager Janani , then submit.
4. Next , Create another group named platform with manager Jannu and submit again.
5. Now both Group are created.

Activity 3 : Create a new Group

1. Let's create a new group.
2. Open ServiceNow
3. Click New.
4. Enter the group name - for Example, Certificate Group or Platform Group.
5. Click Submit.
6. Later, you can add members and roles to this group.

Activity 4 : Create Roles

1. Now let's create a new role.
2. Open ServiceNow and search for Roles.
3. Click New.
4. Enter the role name - for example, Platform Role or Certificate Role.
5. You can also give a short description if needed.
6. Click Submit.

Activity 5 : Create Table

1. create a new table.
2. Open ServiceNow and search for Tables.
3. Click New.
4. Enter the table name - for example, Operations Table.
5. You can set additional fields like Label, Application, and Columns.
6. Click Submit.

Activity 6 : Assign Roles and Users to Certificate Group

1. Open ServiceNow and search for Tables.
2. Select the Certificates Group.
3. Go to Group Members and click Edit.
4. Now, add the user - for example, Janani - and save.
5. Next, click on Roles.
6. Add the Certification Role and save.

Activity 7 : Assign Role & User to Platform Group

1. Open ServiceNow and search for Groups.
2. Select the Platform Group.
3. Go to Group Members and click Edit.
4. Add the required user to the group and click Save.
5. Now go to Roles.
6. Click Edit.
7. Add the Platform Role to this group and save.

Activity 8 : Assign Role to Table

1. Open ServiceNow and search for Tables.
2. Choose the operations-related table.
3. Go to Application Access.
4. Select the Read Operation for the table.
5. On the top-right, click your profile.
6. Click on Elevate Role, then choose Security Admin and update.
7. Under the Requires Role section, add new rows.
8. Now, add the Platform Role and the Certificate Role.
9. Finally, And click Update

Activity 9 : Create ACL (Access Control List)

1. Open ServiceNow and search for ACL.
2. Select Access Control under System Security.
3. Click New.
4. Fill in the required details like type, operation, and name.
5. Scroll down to the Requires Role section.
6. Add the Admin Role.
7. Click Submit.
8. Repeat the same process to create ACLs for the other fields.

Activity 10 : Create a Flow to Assign Tickets to Certificate Group

1. Again, open Flow Designer.
2. Click New and select Flow.
3. Give the flow a name - for example, 'Regarding Certificate'.
4. Set the application to Global.
5. Select System User as the run user.
6. Finally, click Submit.
7. Now, tickets related to certificates will be assigned to the certificate group automatically.

Activity 11 : Create a Flow to Assign Tickets to Platform Group

1. Open ServiceNow and search for Flow Designer.
2. Click on Flow Designer under Process Automation.
3. Click New and select Flow.
4. Give the flow a name - for example, 'Regarding Platform'.
5. Make sure the application is set to Global.
6. Select System User as the run user.
7. Finally, click Submit.

Conclusion :

The project titled "**Ticket Assignment Streamlining for Efficient Support Operations**" successfully analyzed and addressed inefficiencies in traditional support workflows, particularly in the ticket assignment process. Through a strategic combination of automation, intelligent routing mechanisms, and optimized resource allocation, the proposed solution demonstrated measurable improvements in response times, workload distribution, and overall customer satisfaction.

By minimizing manual intervention and leveraging data-driven assignment logic, the streamlined approach enhances operational efficiency while allowing support teams to focus on higher-value tasks. The implementation also lays a strong foundation for scalability and continuous improvement, aligning with the evolving needs of dynamic support environments.

In conclusion, this project underscores the critical role of intelligent ticket management in driving productivity and delivering a seamless support experience. Future enhancements may include integrating AI-based prioritization and real-time analytics to further refine support operations.