Automated Ticket Routing System

Problem Statement:

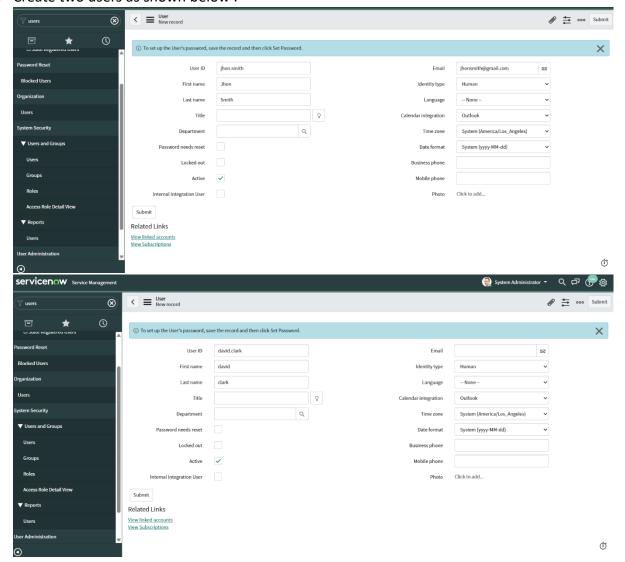
ABC Corporation, a leading technology company, was facing challenges with efficiently assigning support tickets to the appropriate teams. With a vast array of products and services, the support team found it increasingly difficult to manually route tickets to the right groups, leading to delays in issue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

Objective:

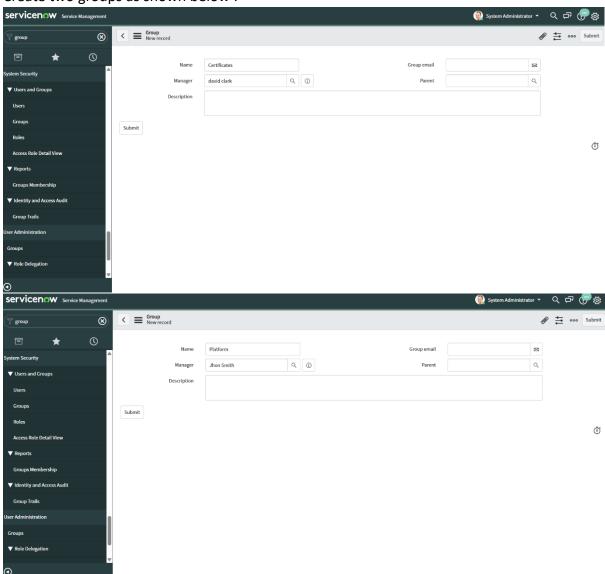
The objective of this initiative is to implement an automated system for ticket routing at ABC Corporation, aimed at improving operational efficiency by accurately assigning support tickets to the appropriate teams. This solution aims to reduce delays in issue resolution, enhance customer satisfaction, and optimize resource utilization within the support department.

Following are the implementation steps:

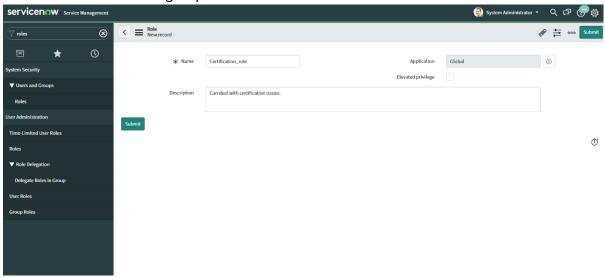
1. Create two users as shown below:

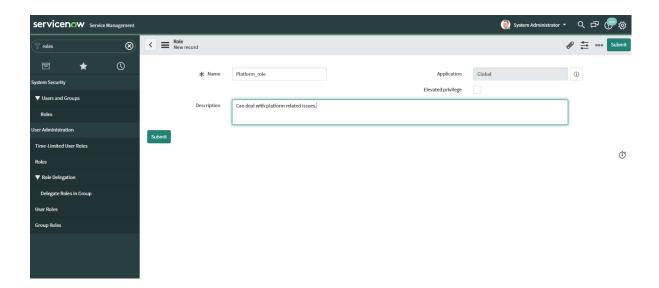


2. Create two groups as shown below:

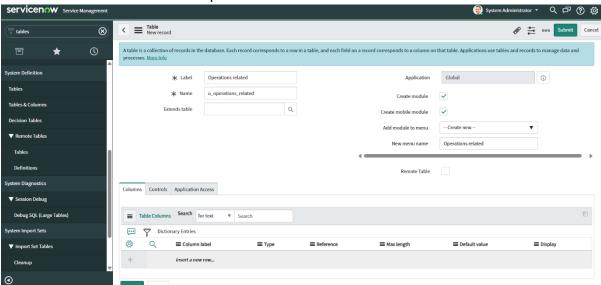


3. Create two roles for that groups:

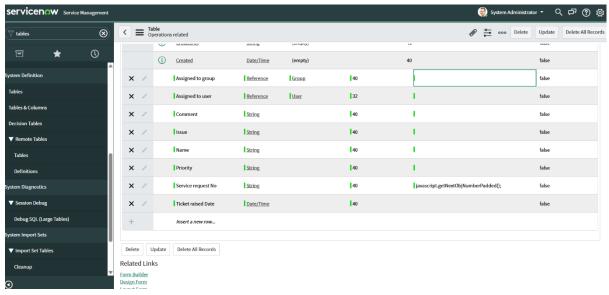




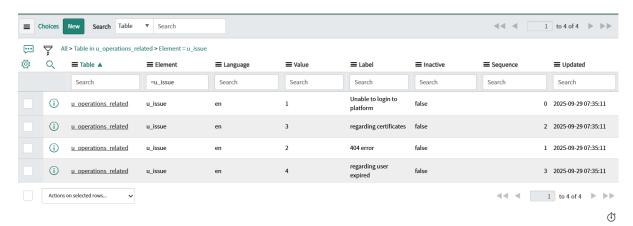
4. Create a new table with name Operations related:



5. Create custom fields for the above table:

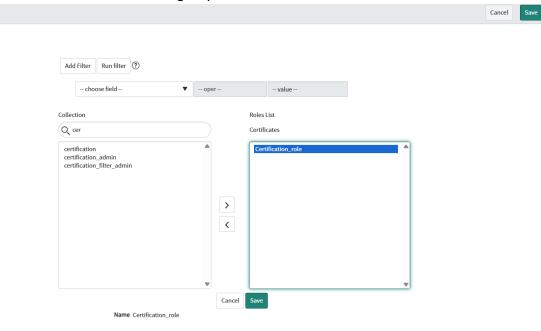


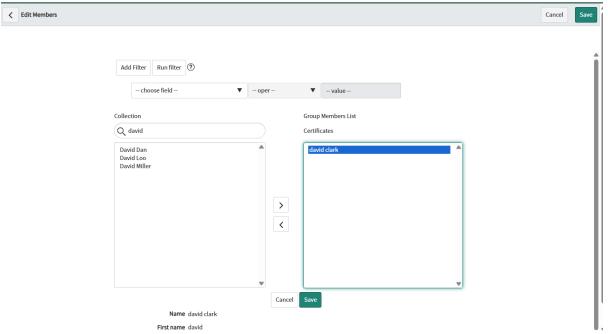
6. Create choices for the issue field:



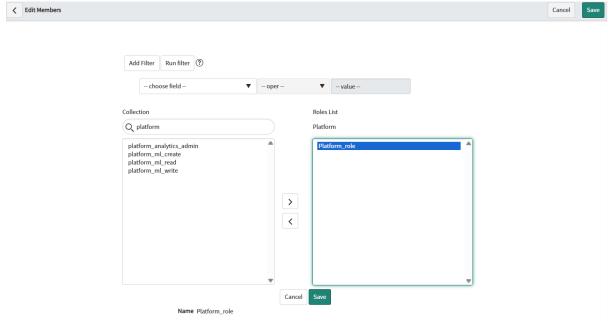
7. Assign roles and users to Certificate group:

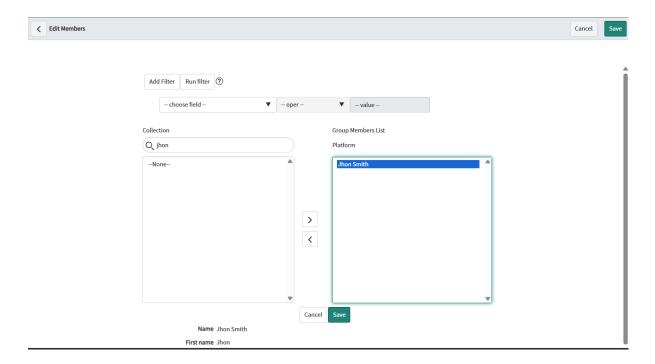
< Edit Members



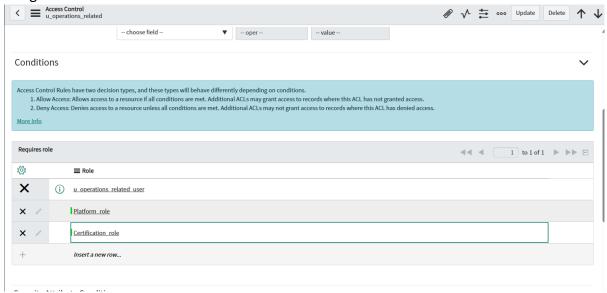


8. Assign roles and users to Platform group:

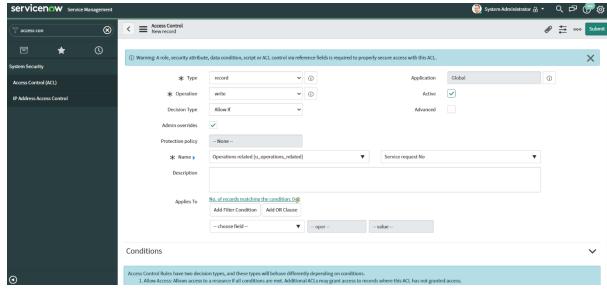




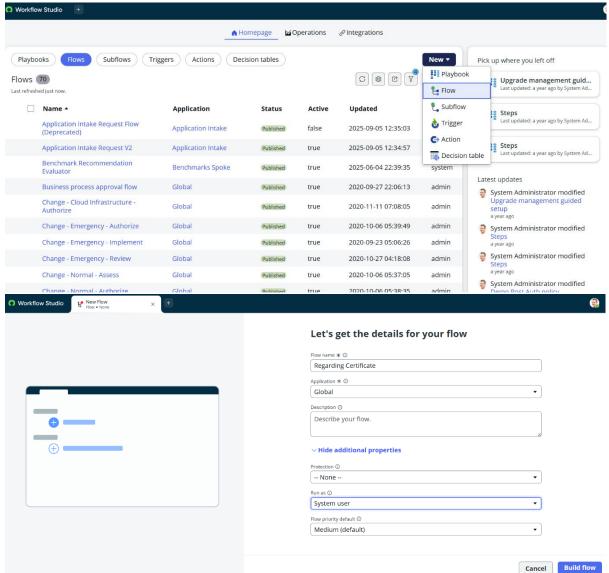
9. Assign roles to table:



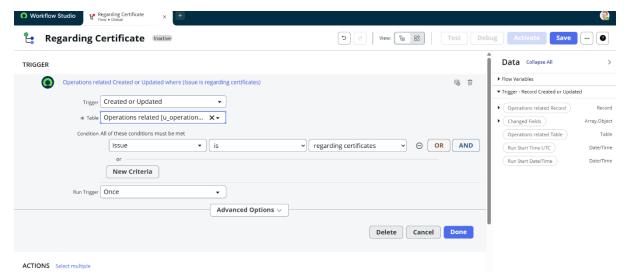
10. Create write ACL operation for the table and add Certificate and Platform role :



11. Create a flow designer:



12. Add the trigger condition as shown in the image:



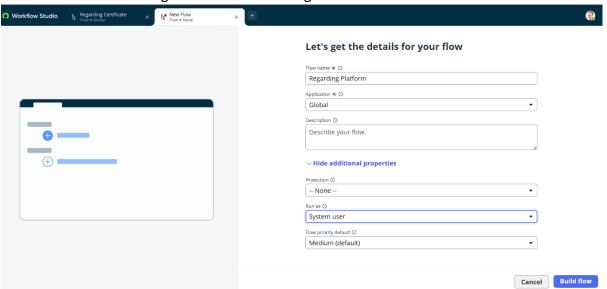
13. Then add action to it:

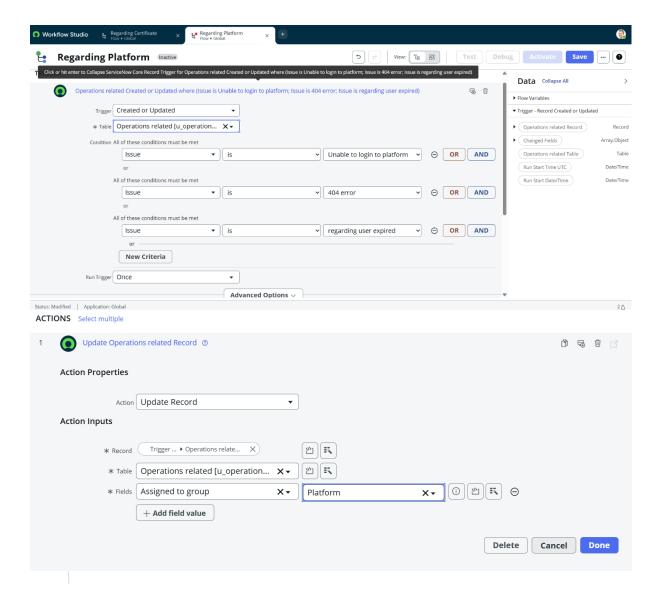
Action Properties

Action Inputs

* Record Trigger... + Operations related [u_operation... X + DELET Stellar S

14. Create another flow designer with the following details:





Conclusion:

The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of ServiceNow, 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.