STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

1. INTRODUCTION

Project Title: Streamlining Ticket Assignment for Efficient Support Operations

Team members:

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2. PROJECT OVERVIEW:

This project automates ticket assignment in ServiceNow to reduce manual routing errors, delays, and SLA breaches.

Purpose:

To improve operational efficiency, automate ticket routing, and enhance customer satisfaction.

3. IDEATION PHASE

2.1 Problem Statement

Manual ticket assignment causes delays, incorrect routing, and uneven workload distribution. Support agents spend additional time reassigning tickets, leading to SLA violations and reduced productivity. There is a need for an automated system that assigns tickets accurately and efficiently.

2.2 Empathy Map Canvas

Users expect quick issue resolution. They feel frustrated when tickets are delayed or incorrectly assigned. They want a smooth and fast support experience.Agents want tickets to be correctly assigned to their team. They feel overloaded when misrouted tickets arrive. They prefer automation to reduce manual reassignment.

2.3 Brainstorming

The team brainstormed multiple ideas including category-based routing, SLA monitoring, skill-based assignment, workload balancing, dashboards, and automated notifications. The final idea selected was implementing rule-based automatic ticket assignment using Business Rules and Flow Designer in ServiceNow.

4. REQUIREMENT ANALYSIS

Customer Journey:

User raises ticket → Ticket stored → Business Rule triggers → Auto assignment → Agent resolves → User notified.

Functional Requirements:

Ticket creation, auto assignment, SLA tracking, notifications, dashboard.

Non-Functional Requirements:

Security, performance, reliability, availability, scalability.

Technology Stack:

ServiceNow platform with Incident Management, Flow Designer, Business Rules, SLA Engine.

5. PROJECT DESIGN

Problem Solution Fit:

Automated rule-based routing eliminates manual delays.

Proposed Solution:

Use Business Rules and Flow Designer for auto ticket assignment and SLA monitoring.

Architecture:

Input Layer (Portal, Email)

Processing Layer (Business Rules, Flow Designer)

Data Storage (Incident Table)

Output (Notifications, Dashboard)

6. PROJECT PLANNING & SCHEDULING

Sprint 1:

Requirement analysis, table creation, basic assignment logic.

Sprint 2:

SLA configuration, notifications, dashboard, testing.

Velocity: Approximately 20 story points per sprint.

7. TESTING

Functional Testing:

Ticket creation, assignment verification, SLA testing, notification testing.

Performance Testing:

System assigns tickets instantly after creation.

8. RESULTS

System successfully automates ticket routing and improves efficiency.

9. ADVANTAGES & DISADVANTAGES

Advantages:

Faster routing, reduced workload, improved SLA compliance.

Disadvantages:

Depends on correct configuration and ServiceNow access.

10.CONCLUSION

The project successfully automates support ticket assignment and improves operational efficiency.

11.FUTURE SCOPE

AI-based routing, workload-based assignment, chatbot integration, mobile support app.

12.APPENDIX

Source Code: ServiceNow Administration

Demo Link:

https://drive.google.com/file/d/14Hznz_uF8R6-pxWlD6T0KJhLYWnLMn65/view?usp=drivesdk

GitHub Link:

https://github.com/PavithraMitta/Streamlining-Ticket-Assignment-for-Efficient-Support-Operations