

## Project Design Phase

### Solution Architecture

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#### Solution Architecture:

##### Goals of the Architecture:

- Provide an automated ticket routing system using **Flow Designer**.
- Maintain ticket data accuracy by automatically assigning to the correct support group.
- **Reduce manual triage**, ticket "bouncing," and resolution delays.

##### Key Components:

- **Operations related [u\_operations\_related] table** (where tickets are created).
- **sys\_user\_group table** (contains Certificates and Platform groups).
- **Flow Designer** (with two separate automated flows).
- **Flow logic** that checks the 'issue' choice field.
- **Access Controls (ACLs)** to secure the new table.

##### Development Phases:

1. Create test users (Katherine, Manne), groups, and roles.
2. Create the custom Operations related table and its columns/choices.
3. Configure security (assign roles to groups, create ACLs for the table).
4. Implement the two "Update Record" flows in Flow Designer based on the 'issue' field.
5. Attempt ticket creation (test each 'issue' choice to verify correct group assignment).

#### Solution Architecture Description:

The solution architecture is designed to automate support ticket routing within the ServiceNow platform by implementing two flows in Flow Designer. The architecture focuses on ensuring operational efficiency and routing accuracy, using a custom Operations related table. A flow trigger monitors this table and checks the 'issue' field on any new or updated record. Based on the selected issue, the flow logic automatically populates the 'assigned\_to\_group' field, routing the ticket to the correct team (e.g., 'Certificates' or 'Platform'). The development process involves creating the foundational data (users, groups, table), configuring security (ACLs), applying the automation flows, and verifying the routing behavior. This architecture reduces the need for manual

monitoring and triage, enhances resolution speed, and promotes operational efficiency for the support team.

### Solution Architecture Diagram:

