

# Streamlining Ticket Assignment for Efficient Support Operations

Team ID	LTVIP2026TMIDS63398
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
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The **Project Planning Phase** focused on organizing the setup and development process in a step-by-step manner to ensure successful implementation of automated ticket routing in ServiceNow. The goal was to build the system in a logical sequence starting from user creation to flow automation.

## 1. Step-by-Step Plan

Step	What Was Planned
<b>Users Setup</b>	Add support users (agents, admins) in the system
<b>Groups Creation</b>	Create logical support teams (like Software Support, Hardware Team)
<b>Roles Assignment</b>	Assign roles like ITIL, admin, or custom roles to users and groups
<b>Table Configuration</b>	Use ServiceNow tables (like Incident) to store and process ticket data
<b>Assign Users to Groups</b>	Link users to their respective groups based on responsibilities
<b>Assign Roles to Tables</b>	Control access to incident data and related configurations

<b>Step</b>	<b>What Was Planned</b>
<b>Create ACLs (Access Control)</b>	Define who can read, write, or update ticket-related data
<b>Flow Setup</b>	Build Flow Designer logic for auto-assigning tickets based on category, urgency, etc.

## **2. Timeline Example (Flexible for Guided Projects)**

<b>Week</b>	<b>Tasks</b>
Week 1:	Set up users, groups, and roles
Week 2:	Configure tables and access (ACLs, roles)
Week 3:	Build and test Flow Designer routing logic
Week 4:	Final testing, error checking, and submit

## **3. Team Roles in the Planning**

<b>Role</b>	<b>Task</b>
Project Participant:	Configure users, groups, roles, and test flows
Mentor/Guide:	Review progress and provide feedback
SmartInternz Platform:	Provide environment and learning modules

## **4. Project Planning Focus**

- Follow a structured path from user setup to flow creation.

- Ensure every step builds toward the main goal: automated and efficient ticket routing.
- Use testing and small iterations to avoid major errors during flow execution.
- Document configurations and roles for future audits or improvements.