

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

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

2. Timeline Example (Flexible for Guided Projects)

Week	Tasks
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

Role	Task
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.