

Streamlining Ticket Assignment for Efficient Support Operations

Team ID	LTVIP2026TMIDS63398
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Faculty Mentor Name	Dr P L Madhava Rao
College Name	Kallam Haranadhareddy Institute of Technology

The **Requirement Analysis** phase helped us identify what the system needed to do and how each part (users, groups, roles, etc.) would help achieve automated ticket routing in **ServiceNow**. This phase focused on gathering details and setting the foundation for the project.

1. Functional Requirements

These are the features and actions the system must perform:

1. User Management

- Add different types of users: Manne Niranjana, Katherine Pierce.
- Store user details like name, email, department, and role.

2. Group Creation

- Organize users into support teams .
- Groups will be used to assign tickets automatically.

3. Role Assignment

- Define roles to manage access.
- Control what users can see or do in the system.

4. Ticket Routing Flow

- Use category and priority to route tickets to the correct group.
- Automate this using Flow Designer in ServiceNow.

5. Access Control (ACL)

- Ensure that only assigned users or groups can view and handle specific tickets.
- Protect data and ensure security.

2. Non-Functional Requirements

These describe how the system should behave:

Requirement	Details
Performance	Tickets should be routed within 5 seconds after creation.
Reliability	The system should work 24/7 without failures.
Scalability	Should handle 500+ tickets per day as the company grows.
Security	Only authorized users should see or update tickets.
Usability	The system should be easy to use by support staff.

3. System Requirements

Component	Requirement
Platform	ServiceNow
Modules Used	Users, Groups, Roles, Incident Table, Flow Designer
User Access	Role-based access control using ACLs
Automation Tool	ServiceNow Flow Designer

4. Stakeholder Requirements

Stakeholder	What They Need
Support Agents	Get only the tickets related to their group or skill
Admins	Full control to configure, audit, and manage users/groups

5. Outcome of Requirement Analysis

- A clear list of users, groups, and roles to be created
- Defined logic for routing tickets using ServiceNow flows
- Secure and role-based access setup with ACLs
- Set the stage for designing the actual system in the Project Design Phase