Streamlining Ticket Assignment for Efficient Support Operations

**Project Report** : Streamlining Ticket Assignment for Efficient Support Operations

**Team ID** : 160604

**Category:** ServiceNow

**Github Link** : https://github.com/Reshma100304/servicenow-project

# Introduction

In large enterprises, manual ticket routing frequently leads to inefficiencies such as delays, misassignments, and unnecessary resource usage. This project focuses on optimizing support processes by automating ticket allocation in ServiceNow through Flow Designer and Access Control Lists (ACLs). By directing tickets to the appropriate support groups according to issue type, the solution minimizes turnaround time and improves overall customer experience..

# Objectives

Automate the routing of support tickets in ServiceNow.

Reduce resolution delays through accurate ticket allocation.

Ensure secure access via role-based permissions.

Enhance customer satisfaction with faster response times.

Optimize workload distribution among support teams..

# Methodology & Implementation

# The solution was developed using a structured approach consisting of requirement analysis,

# system configuration, and validation testing.

* 1. **Requirement Analysis**

Identified user roles and their responsibilities.

Defined support groups based on issue categories.

Designed a custom table with fields such as issue type and assigned group.

Implemented ACLs to enforce role-based access.

**3.2 Implementation Phases**

**User & Role Management**

* + - Created users (e.g., Katherine Pierce, Manne Nirajanan).
    - Defined roles: *Certiﬁcation\_role*, *PlaVorm\_role*.

# Group Creation

* + - Created support groups (*Certiﬁcates*, *PlaVorm*).
    - Assigned users to groups with appropriate roles.

# Table & Column Design

* + - Built a custom table *Operations related*.
    - Added fields: *issue* (choice), *assigned to group*, etc.
    - Configured issue choices like *unable to login to plaVorm*, *404 error*, *regarding certiﬁcates*, etc.

# Access Control (ACLs)

* + - Restricted read/write access based on roles.
    - Ensured unauthorized users couldn’t access sensitive data.

# Flow Designer Automation

* + - **Flow 1: Regarding Certificates**
      * Trigger: *issue = regarding certiﬁcates*.
      * Action: Assign to *Certiﬁcates group*.

# Flow 2: Regarding Platform

* + - * Trigger: *issue = login error, 404 error, user expired*.
      * Action: Assign to *PlaVorm group*.

# Performance Testing

* Created sample records for each issue type.
* Verified tickets were routed to correct groups.
* Checked ACL enforcement with different role-based users.

# Test Results:

* Tickets were accurately assigned.
* Unauthorized users restricted from modifications.
* Groups received only relevant tickets.

# Key Learnings Technical Learnings

* Hands-on experience with **ServiceNow Flow Designer**.
* Designing **custom tables, roles, and groups**.
* Implementing **ACLs for secure access control**.
* Configuring **automation workflows** for real-time efficiency.

# Personal Learnings

* Improved **problem-solving skills** by translating manual processes into automation.
* Learned **project planning & documentation**.
* Gained exposure to **enterprise ITSM practices**.

# Conclusion

The project demonstrates how ServiceNow automation can optimize support operations. By integrating role-based security and automated workflows, the system ensures quicker issue resolution, secure handling of sensitive data, and balanced resource utilization.

The solution is scalable, maintainable, and adaptable, making it a practical approach for enterprises aiming to enhance operational efficiency.