

Streamlining Ticket Assignment for Efficient Support Operations

Team Id	LTVIP2026TMIDS37341
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
College Name	Ideal Institute Of Technology
Team Size	5

Team Members

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Project Overview

This project implements an **automated ticket routing system** using ServiceNow. It ensures that support tickets are automatically assigned to the correct team based on the issue type, reducing manual work and improving response time.

Objectives

- Automate ticket assignment to correct support groups
- Reduce manual intervention
- Improve resolution speed
- Increase customer satisfaction
- Optimize support team workload

Technologies Used

- ServiceNow Platform
- Flow Designer
- ACL (Access Control List)
- Custom Tables
- Roles & Groups
- Automated Workflows

User & Group Configuration

Users Created

- Katherine Pierce
- Manne Niranjana

Groups Created

- Certificates Group
- Platform Group

Roles Created

- Certification_role
- Platform_role

Assignments

- Katherine Pierce → Certificates Group → Certification_role
- Manne Niranjana → Platform Group → Platform_role

Database Table

Table Name

Operations Related

Fields

- Issue
- Assigned to Group
- Other support-related fields

Issue Choices

- Unable to login to platform
- 404 error
- Regarding certificates
- Regarding user expired

Security Implementation

Role-Based Access

- Table access controlled using roles
- Only Platform and Certificate roles can read/write records

ACLs Created

- Field-level ACLs
- Admin role required for sensitive fields

Automation using Flow Designer

Flow 1: Regarding Certificate

Trigger:

When a record is created or updated

Condition:

Issue = Regarding Certificates

Action:

Assign ticket to **Certificates Group**

Flow 2: Regarding Platform

Trigger:

When a record is created or updated

Conditions:

- Issue = Unable to login to platform
- Issue = 404 Error
- Issue = Regarding user expired

Action:

Assign ticket to **Platform Group**

Working of the System

1. User creates a ticket
2. User selects issue type
3. System automatically checks the issue
4. Flow assigns ticket to correct group
5. Support team works on the ticket

Advantages

- Fully automated assignment
- Reduces human error
- Faster response time
- Secure access using roles & ACL
- Scalable for more issue types

Use Case

If a user selects:

- **Regarding Certificates** → Ticket goes to Certificates Group

- **Platform Issues** → Ticket goes to Platform Group

No manual assignment is required.

Result:

< Operations related
New record

Name

Issue

Comment

Assigned to group

Assigned to user

Priority

Ticket raised Date

Service request No

Submit

Submit

< Operations related
nani

Name

Issue

Comment

Assigned to group

Assigned to user

Priority

Ticket raised Date

Service request No

Update Delete

Update Delete

< Operations related
nani

Name

Issue

Comment

Assigned to group

Assigned to user

Priority

Ticket raised Date

Service request No

Update Delete

Update Delete

Operations related
sai kuamr

Update Delete

Name: sai kuamr

Assigned to user:

Issue: regarding certificates

Priority:

Comment: certificates issues

Ticket raised Date:

Assigned to group:

Service request No:

Update Delete

Operations related
sai kuamr

Update Delete

Name: sai kuamr

Assigned to user: Abel Tuter

Issue: regarding certificates

Priority: medium

Comment: certificates issues

Ticket raised Date: 2026-02-11 06:55:30

Assigned to group: certifications

Service request No:

Update Delete

Conclusion

This project successfully demonstrates how ServiceNow can be used to automate support operations.

By implementing automated ticket routing, the organization can improve efficiency, reduce delays, and provide faster support to users.

GitHub Link: <https://github.com/Sai-Kumar89654/Streamlining-Ticket-Assignment-for-Efficient-Support-Operations>

Demo Video Link:

<https://drive.google.com/file/d/1qQGny0kF6rM1gOgVqRrDH8gp2CPMg1PW/view?usp=sharing>