

Streamlining Ticket Assignment for Efficient Support Operations

What is streamlining Ticket:

Streamlining Ticket Assignment for Efficient Support Operations refers to improving how customer support tickets (issues, queries, or requests) are distributed among support agents to ensure faster, more accurate, and more efficient resolution. This process is essential for improving customer satisfaction, optimizing resource use, and minimizing delays.

Goals of Streamlining Ticket Assignment:

1. **Faster Response Times**
Reduce time spent on ticket triage and assignment.
2. **Higher First Contact Resolution**
Assign to the most suitable agent the first time.
3. **Balanced Workload**
Ensure even distribution of tickets among support staff.
4. **Improved Customer Satisfaction**
Deliver timely and appropriate responses.
5. **Better Use of Resources**
Reduce idle time and overwork by optimizing assignments.

The Miles Stones in the project:

Users:

User management is crucial for ensuring the right people have the appropriate access to perform their roles and that the system remains secure and efficient.

Importance of Users :

1. Access Control and Security
2. Role-Based Access
3. Grouping Users
4. Enabling Functionality
5. Supporting Business Processes

The screenshot shows the 'User - New Record' form in ServiceNow. The form is titled 'User - New Record' and includes a search bar. A blue banner at the top states: 'To set up the User's password, save the record and then click Set Password.' The form fields are organized into two columns. The left column contains: 'User ID' (manne.nirajan), 'First name' (Manne), 'Last name' (Nirajan), 'Title' (empty), 'Department' (empty), 'Password needs reset' (checkbox), 'Locked out' (checkbox), 'Active' (checkbox, checked), 'Web service access only' (checkbox), and 'Internal Integration User' (checkbox). The right column contains: 'Email' (nirjanreddymanne2507@gmail.com), 'Language' (None), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone' (empty), and 'Mobile phone' (empty). Below the form is a 'Submit' button and a 'Related Links' section with links to 'View linked accounts' and 'View Subscriptions'.

The screenshot shows the 'User - New Record' form in ServiceNow, similar to the one above but for a different user. The form is titled 'User - New Record' and includes a search bar. A blue banner at the top states: 'To set up the User's password, save the record and then click Set Password.' The form fields are organized into two columns. The left column contains: 'User ID' (Katherine Pierce), 'First name' (Katherine), 'Last name' (Pierce), 'Title' (empty), 'Department' (empty), 'Password needs reset' (checkbox), 'Locked out' (checkbox), 'Active' (checkbox, checked), 'Web service access only' (checkbox), and 'Internal Integration User' (checkbox). The right column contains: 'Email' (empty), 'Language' (None), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone' (empty), and 'Mobile phone' (empty). Below the form is a 'Submit' button and a 'Related Links' section with links to 'View linked accounts' and 'View Subscriptions'.

Groups:

Groups are essential for organizing users and streamlining workflows. They act as containers for users with similar purposes or functions, enabling efficient assignment of roles, permissions, and access to various ServiceNow functionalities. Groups simplify administrative tasks, enhance security, and improve collaboration by allowing for targeted communication and resource allocation.

Importance of Groups:

1. Access Control and Permissions
2. Task Assignment and Workflow Automation
3. Communication and Collaboration
4. Reporting and Resource Management
5. Integration with Other Applications

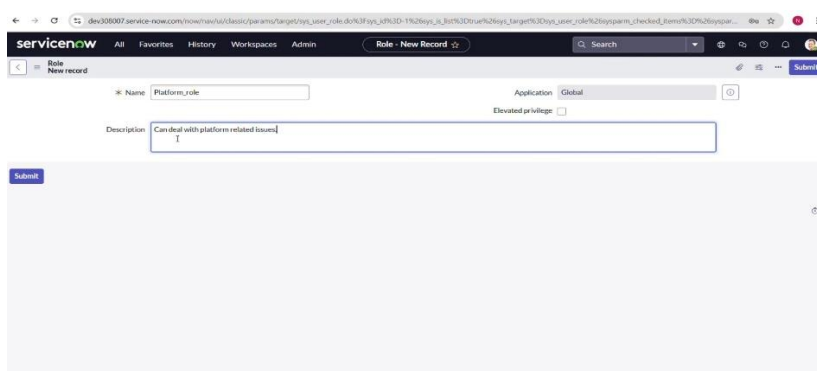
The image displays two screenshots of the ServiceNow 'Group - New Record' form. The top screenshot shows the form with the following fields filled: Name (Platform), Manager (Manne Niranjan), Group email (SS), and Parent (SS). The bottom screenshot shows the form with the following fields filled: Name (certificates), Manager (Katherine Pardo), Group email (SS), and Parent (SS). Both screenshots show the 'Submit' button at the bottom left of the form.

Roles:

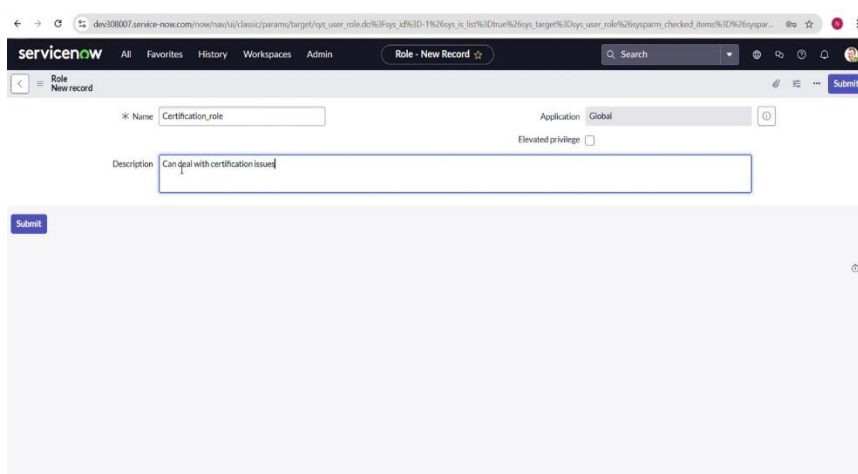
Roles are crucial for managing user access and permissions, ensuring that users only interact with the platform elements they are authorized to. They define what a user can do within the system, controlling access to applications, modules, data, and functionalities.

Importance of Roles:

1. Granular Access Control
2. Security and Compliance
3. Streamlined User Experience
4. Efficient Workflow Management
5. Simplified Administration



The screenshot shows the 'Role - New Record' form in ServiceNow. The 'Name' field is filled with 'Platform_role'. The 'Application' dropdown is set to 'Global'. The 'Description' field contains the text 'Can deal with platform related issues'. The 'Elevated privilege' checkbox is unchecked. A 'Submit' button is visible at the bottom left of the form.



The screenshot shows the 'Role - New Record' form in ServiceNow. The 'Name' field is filled with 'Certification_role'. The 'Application' dropdown is set to 'Global'. The 'Description' field contains the text 'Can deal with certification issues'. The 'Elevated privilege' checkbox is unchecked. A 'Submit' button is visible at the bottom left of the form.

Tables:

Tables are fundamental for organizing and storing data, forming the core structure for all records and information within the platform. They enable efficient data management, customization, and retrieval, ensuring data integrity and supporting various platform functionalities.

Importance of Tables

1. Data Storage and Organization
2. Data Integrity and Validation
3. Customization and Tailoring
4. Efficient Data Management
5. Supporting Platform Functionality

The screenshot shows the 'Table - New Record' form in ServiceNow. The 'Label' field is set to 'Operations related' and the 'Name' field is set to 'u_operations_related'. The 'Application' is set to 'Global'. The 'Create module' checkbox is checked. The 'Add module to menu' dropdown is set to '-- Create new --'. The 'New menu name' field is set to 'Operations related'. The 'Remote Table' checkbox is unchecked. Below the form, the 'Table Columns' section is visible, showing a list of dictionary entries with columns for Column label, Type, Reference, Max length, Default value, and Display.

Column label	Type	Reference	Max length	Default value	Display
Assigned to user	Reference	User	40		false
Assigned to group	Reference	Group	32		false
Comment	String	[empty]	40		false
Issue	String	[empty]	40		false
Name	String	[empty]	40		false
Priority	String	[empty]	40		false

The screenshot shows the 'Table - New Record' form in ServiceNow, with the 'New menu name' field set to 'Operations related'. The 'Remote Table' checkbox is unchecked. Below the form, the 'Table Columns' section is visible, showing a list of dictionary entries with columns for Column label, Type, Reference, Max length, Default value, and Display. The 'Service request No' field has a default value of 'javascript:getNextObjNumberPadded();'.

Column label	Type	Reference	Max length	Default value	Display
Assigned to user	Reference	User	40		false
Assigned to group	Reference	Group	32		false
Comment	String	[empty]	40		false
Issue	String	[empty]	40		false
Name	String	[empty]	40		false
Priority	String	[empty]	40		false
Service request No	String	[empty]	40	javascript:getNextObjNumberPadded();	false
Ticket raised Date	Date/Time	[empty]	40		false

Assigning roles and users to groups:

Assigning roles and users to groups in ServiceNow is crucial for efficient access management and streamlined workflows. It simplifies user management by allowing administrators to assign permissions to groups rather than individual users, making it easier to manage large user bases and handle organizational changes. This approach also promotes consistency in access control and reduces the risk of errors associated with individual user assignments.

Importance of Assigning roles and users to groups:

1. Simplified User Management:

- **Centralized Role Assignment:**
- **Efficient Role Management:**
- **Easier to Handle Organizational Changes:**

2. Enhanced Security:

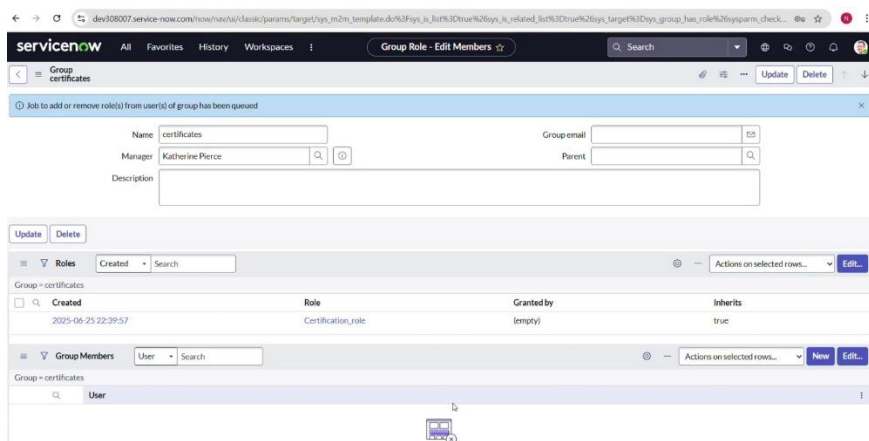
- **Controlled Access:**
- **Reduced Risk of Errors:**

3. Improved Workflow Efficiency:

- **Streamlined Task Assignment:**
- **Better Collaboration:**

4. Best Practices:

- **Prioritize Group-Based Role Assignment:**
- **Use Clear Naming Conventions:**
- **Regularly Review Group Memberships and Roles**

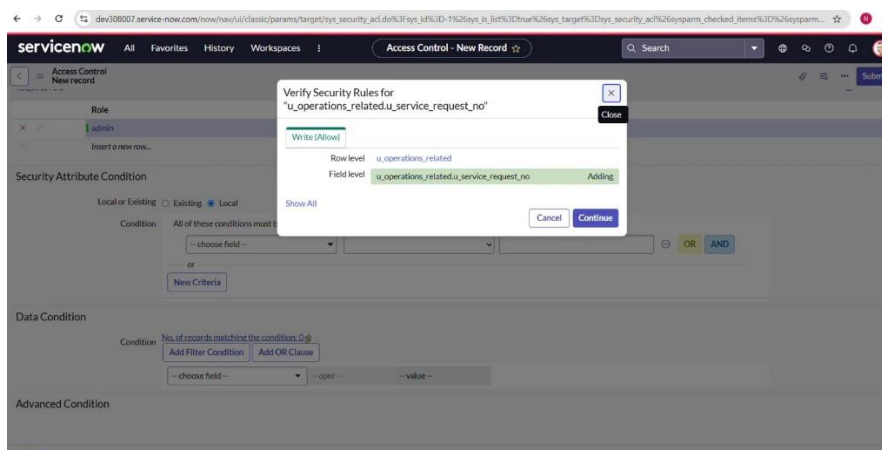


Assigning roles to Tables:

Assigning roles to tables in ServiceNow is crucial for controlling access to data and ensuring security. Roles define which users or groups can perform specific actions (create, read, update, delete) on a table's records, preventing unauthorized access and maintaining data integrity.

Importance of Assigning roles to tables:

- **Security**
- **Data Integrity**
- **Efficiency**
- **Auditing**



flows:

flows are crucial for automating business processes and tasks. They offer a visual, no-code/low-code approach to workflow automation, enabling users to streamline operations, improve efficiency, and reduce manual errors. Flows are built using Flow Designer, a tool that allows users to create, manage, and test workflows by chaining actions, conditions, and steps together.

Importance of flows:

- **Process Automation**
- **Efficiency and Productivity**
- **Reduced Errors**
- **Scalability**
- **Cost-Effectiveness**
- **User-Friendly Interface**
- **Code Reuse and Maintainability**
- **Integration**
- **Visibility and Collaboration**
- **Advanced Capabilities**

