**Project Report**

**Streamlining Ticket Assignment for EfficientSupport Operations**

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**Github Link** : https://github.com/Seshadri25s/Streamlining-Ticket-Assignment-for-Efficient--Support-Operations

## 1. Introduction

In large organizations, manual ticket routing often leads to delays, incorrect assignments, and inefficient resource usage. This project aims to optimize support operations by **automating ticket assignment** in **ServiceNow** using **Flow Designer** and **Access Control Lists (ACLs)**. The solution ensures that tickets are assigned to the appropriate support groups based on the issue type, reducing response times and improving customer satisfaction.

## 2. Objectives

* Automate ticket routing within ServiceNow.
* Assign tickets to the appropriate support groups based on specific conditions.
* Enforce secure, **role-based access control** to sensitive data.
* Improve operational efficiency and optimize support resource utilization.

## 3. Methodology & Implementation

### 3.1 Requirement Analysis

* **User and Role Creation:** Defined user profiles and their corresponding roles.
* **Support Group Setup:** Created dedicated groups for handling different issue types.
* **Table Design:** Designed a custom table with relevant fields such as *issue type* and *assigned group*.
* **Access Control (ACLs):** Implemented ACLs to enforce data security and restrict access based on roles.
* **Flow Designer:** Configured automation workflows to route tickets according to issue category.

### 3.2 Project Phases

#### User & Role Management

* Created users such as *Katherine Pierce* and *Manne Nirajanan*.
* Assigned roles including Certification\_role and Platform\_role.

#### Support Group Creation

* Created support groups:
  + **Certificates**
  + **Platform**
* Assigned users to their respective groups with appropriate role permissions.

#### Table & Column Design

* Created a custom table named Operations Related.
* Added key fields:
  + **Issue** (Choice field)
  + **Assigned Group**
* Configured issue choices:
  + *Unable to login to platform*
  + *404 error*
  + *Regarding certificates*

#### Access Control (ACLs)

* Configured ACLs to restrict read/write access based on user roles.
* Ensured sensitive data is only accessible to authorized personnel.

#### Flow Designer Automation

* **Flow 1: Certificates Issues**
  + **Trigger:** Issue = *regarding certificates*
  + **Action:** Assign to **Certificates** group
* **Flow 2: Platform Issues**
  + **Trigger:** Issue = *login error*, *404 error*, *user expired*
  + **Action:** Assign to **Platform** group

## 4. Performance Testing

### Test Approach

* Created sample tickets for each issue category.
* Monitored ticket routing and ACL enforcement for users with varying roles.

### Results

* Tickets were successfully routed to the correct support groups.
* Unauthorized users were prevented from accessing or modifying restricted data.
* Support groups only received relevant issues based on issue type.

## 5. Key Learnings

### Technical Learnings

* Gained hands-on experience with **ServiceNow Flow Designer**.
* Developed skills in designing **custom tables**, **roles**, and **support groups**.
* Implemented robust **ACLs** for secure access control.
* Configured automated workflows for real-time ticket routing.

### Personal Learnings

* Strengthened problem-solving skills by converting manual processes into automated solutions.
* Improved in **project planning**, **execution**, and **technical documentation**.
* Gained exposure to **IT Service Management (ITSM)** best practices in enterprise environments.

## 6. Conclusion

This project successfully demonstrates the benefits of automation within ServiceNow. By implementing **condition-based ticket assignment**, the system achieves:

* Faster response and resolution times
* Enhanced data security through role-based access
* Optimized resource allocation

The solution is **scalable**, **secure**, and well-suited for enterprise ITSM environments. It provides a practical foundation for future enhancements in automated support workflows.