# Streamlining Ticket Assignment for Efficient Support Operations

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

Team ID: 160626

Category: ServiceNow

GitHub Repository:
https://github.com/SowmyaSriChollangi/Servicenow-Streamlining-ticket-for-efficient-operations

# 1. Introduction

In large organizations, manual ticket routing often leads to delays, incorrect assignments, and inefficient use of resources. This project focuses on enhancing support operations by automating the ticket assignment process in ServiceNow. Using Flow Designer and Access Control Lists (ACLs), the system ensures that tickets are automatically routed to appropriate support groups according to the type of issue. This reduces delays and significantly improves customer satisfaction.

# 2. Objectives

- Automate the ticket routing process in ServiceNow.
- Assign tickets accurately to the appropriate support groups based on predefined conditions.
- Implement role-based access to secure data handling.
- Enhance efficiency and ensure optimal use of support resources.

# 3. Methodology & Implementation

## 3.1 Requirement Analysis

- Creation of users and roles.
- Setup of support groups for different categories of issues.
- Designing tables with relevant fields (e.g., issue type, assigned group).
- Enforcing access restrictions through ACLs.
- Building automation flows with Flow Designer for ticket routing.

## 3.2 Project Phases

User & Role Management
- Users were created (e.g., Katherine Pierce, Manne Nirajanan).
- Roles such as Certification_role and Platform_role were defined.

Group Creation

- Support groups such as Certificates and Platform were created.
- Users were assigned to groups with relevant roles.

Table & Column Design
- A custom table named 'Operations related' was created.
- Fields such as issue (choice) and assigned group were added.
- Issues included options like: unable to log in, 404 error, certificate-related problems, etc.

Access Control (ACLs)
- Access permissions were restricted based on roles.
- Unauthorized users were prevented from viewing or modifying sensitive data.

Flow Designer Automation
- Flow 1: Certificate-related issues → Assigned to Certificates group.
- Flow 2: Platform issues (login error, 404 error, expired user) → Assigned to Platform group.

## 4. Performance Testing

- Test records were created for different issue types.
- Verified that tickets were correctly routed to the intended groups.
- Checked ACL rules with various role-based user accounts.

Results:
- Tickets were routed accurately.
- Unauthorized users were blocked from modifying records.
- Support groups only received relevant tickets.

## 5. Key Learnings

Technical Learnings
- Gained practical knowledge of ServiceNow Flow Designer.
- Designed custom tables, roles, and groups.
- Implemented ACLs to enforce data security.
- Configured real-time automation workflows.

Personal Learnings
- Developed problem-solving skills by automating manual processes.
- Improved understanding of project planning and documentation.
- Acquired exposure to ITSM practices in enterprise environments.

## 6. Conclusion

This project successfully demonstrated the benefits of automation within ServiceNow. By implementing condition-based ticket assignments, support operations achieved faster resolution times, secure access, and optimal allocation of resources. The solution is practical, scalable, and suitable for enterprise use, making it a valuable improvement to support operations.