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

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**GitHub Repo Link : https://github.com/Suryaprakashh17/ServiceNowProject**

**1. Introduction**

In modern organizations, the support department is essential for ensuring smooth business operations and maintaining customer satisfaction. Manual ticket assignment often leads to misrouted issues, slower resolutions, and inefficient use of resources.

To tackle these challenges, this project implements an **automated ticket assignment system in ServiceNow**. Using **Flow Designer** for workflow automation and **Access Control Lists (ACLs)** for role-based security, the system ensures that each ticket is accurately routed to the appropriate team. This reduces human error, accelerates resolution times, and improves overall service efficiency.

**2. Objectives**

The main goals of this project are to:

* Automate the ticket routing process in ServiceNow.
* Minimize resolution delays through accurate assignment.
* Ensure secure access using role-based permissions.
* Improve customer satisfaction with faster response times.
* Optimize workload distribution across support teams.

**3. Methodology**

The project followed a structured approach: requirement analysis, system setup, and testing.

**3.1 Requirement Analysis**

* Identified user roles and responsibilities.
* Created support groups based on issue categories.
* Designed a **custom table** with fields like issue type and assigned group.
* Implemented ACLs to restrict unauthorized access.
* Developed automated workflows using **Flow Designer**.

**3.2 Implementation Phases**

**User & Role Management**

* Created users with specific responsibilities.
* Configured roles such as **Certification Specialist** and **Platform Engineer**.

**Group Formation**

* Set up support groups (e.g., Certificates, Platform).
* Assigned users to groups according to expertise.

**Custom Table Design**

* Created the **Support Operations** table.
* Fields included: issue description, category, assigned group, resolution status.
* Categories included: login failures, platform errors, certificate-related issues, etc.

**Access Control**

* Implemented ACLs at table and field levels to secure sensitive information.
* Prevented unauthorized users from accessing or modifying restricted data.

**Automation Workflow**

* **Flow 1:** Routes certificate-related issues automatically to the Certificates group.
* **Flow 2:** Routes platform-related issues (login errors, 404 errors, account expiry) to the Platform group.

**4. Testing & Validation**

The system was tested using sample tickets across different categories.

**Observed Results:**

* Tickets were correctly assigned to the appropriate groups.
* Unauthorized users could not view or modify restricted records.
* Support groups only received tickets relevant to their area of expertise.

These results confirmed the **accuracy of the routing logic** and the **effectiveness of access control policies**.

**5. Key Outcomes**

**Technical Achievements:**

* Gained practical experience with ServiceNow Flow Designer for automation.
* Configured roles, groups, and ACLs effectively.
* Learned custom table creation and field configuration.

**Organizational Benefits:**

* Faster ticket resolution and improved customer satisfaction.
* Balanced workload distribution among support teams.
* Reduced reliance on manual ticket routing.

**6. Conclusion**

This project demonstrates how **ServiceNow automation** can streamline support operations. By combining role-based security with automated workflows, it ensures quicker ticket resolution, better data security, and balanced resource utilization.

The system is scalable, easy to maintain, and adaptable for new support categories, providing a practical solution for enterprises aiming to enhance operational efficiency.