Streamlining Ticket Assignment for Efficient Support Operations

Project Report : Streamlining Ticket Assignment for Efficient Support Operations

Team ID : 160601

Category: ServiceNow

Github Link : https://github.com/Thanmai44/Streamlining-Ticket-Assignment-for-Efficient-Support-Operations/tree/main

1. Introduction

In large organizations, manual ticket routing can lead to delays, misassigned tickets, and inefficient use of resources. This project seeks to optimize support operations by automating ticket assignment in ServiceNow through Flow Designer and Access Control Lists (ACLs). The system ensures that tickets are directed to the appropriate support groups according to the issue type, minimizing delays and improving customer satisfaction.

2. Objectives

➢ Automate ticket routing in ServiceNow.

➢ Assign tickets to the appropriate support groups based on predefined conditions.

➢ Maintain secure, role-based access to sensitive data.

➢ Enhance efficiency and optimize the utilization of support resources.

3. Methodology & Implementation

3.1 Requirement Analysis

➢ User and role creation.

➢ Group setup for different issue categories.

➢ Table design with relevant fields (e.g., issue, assigned group).

➢ ACLs to enforce role-based data access.

➢ Flow Designer automation for ticket routing.

3.2 Project Phases

User & Role Management

➢ Created users (e.g., Katherine Pierce, Manne Nirajanan).

➢ Defined roles: Certification_role, Platform_role.

Group Creation

➢ Created support groups (Certificates, Platform).

➢ Assigned users to groups with appropriate roles.

Table & Column Design

➢ Built a custom table Operations related.

➢ Added fields: issue (choice), assigned to group, assigned to user, etc.

➢ Configured issue choices like unable to login to platform, 404 error, regarding certificates, regarding user expired.

Access Control (ACLs)

➢ Restricted read/write access based on roles.

➢ Ensured unauthorized users couldn't access sensitive data.

Flow Designer Automation

● **Flow 1: Regarding Certificates**

○ Trigger: issue = regarding certificates.

○ Action: Assign to Certificates group.

● **Flow 2: Regarding Platform**

○ Trigger: issue = login error, 404 error, user expired.

○ Action: Assign to Platform group.

4. Performance Testing

➢ Created sample records for each issue type.

➢ Verified tickets were routed to correct groups.

➢ Checked ACL enforcement with different role-based users.

Test Results:

➢ Tickets were accurately assigned.

> ➤ Unauthorized users restricted from modifications.

> ➤ Groups received only relevant tickets.

5. Key Learnings

Technical Learnings

> ➤ Gained hands-on experience with ServiceNow Flow Designer.

> ➤ Designed custom tables, roles, and support groups.

> ➤ Implemented Access Control Lists (ACLs) to ensure secure data access.

> ➤ Configured automation workflows to improve real-time operational efficiency.

Personal Learnings

> ➤ Enhanced problem-solving skills by converting manual processes into automated workflows.

> ➤ Developed experience in project planning and documentation.

> ➤ Gained practical exposure to enterprise IT Service Management (ITSM) practices.

6. Conclusion

This project effectively showcases the impact of automation in ServiceNow. Through condition-based ticket assignment, it enables faster issue resolution, secure data access, and efficient resource utilization. The solution is scalable, secure, and well-suited for enterprise environments, making it a significant improvement to support operations.