Streamlining Ticket Assignment for Efficient Operations

Team ID : 160664

GitHub Repository:

https://github.com/Vamsi-k19/streamlining-ticket-assignment

Overview

In large organizations, manual ticket assignment often leads to misrouted cases, extended resolution times, and inefficient use of resources. This project addresses these issues by developing an **automated ticket distribution mechanism** within **ServiceNow**. The solution leverages **Flow Designer** for intelligent routing logic and **Access Control Lists (ACLs)** for secure governance, ensuring tickets are immediately assigned to the appropriate support groups, thus minimizing delays and significantly improving the overall user experience and team efficiency.

Goals

1. **Develop** an automated ticket distribution mechanism in ServiceNow.
2. **Associate** tickets with respective support groups based on predefined logic (e.g., Issue Type).
3. **Ensure** secure access to sensitive records with role-based permissions (ACLs).
4. **Increase** support team efficiency while optimizing task distribution.

Approach & Execution

The project followed a structured implementation approach focusing on **foundation, security, and automation**.

Requirement Analysis

- Define **user roles** and **responsibilities**.
- Create **groups** corresponding to issue categories (**Certificates** and **Platform**).
- Build **custom tables** to store assignment criteria (Issue Type).
- Apply **ACLs** to ensure exclusive data access.
- Configure workflows using **ServiceNow Flow Designer** to automate routing.

Conclusion

The project successfully delivered an **intelligent, automated ticket assignment system** that aligns support tickets with the right teams instantly. This implementation achieves the primary objective of enhancing operational efficiency, minimizing resolution delays, and ensuring robust governance over the assignment logic through the use of **Flow Designer** and **ACLs**.